

COMFIDENTIAL



Queensland Health

Executive Services
Bundaberg Health Service District

Enquiries to:

Dr Darren Keating, Director of

Telephone: Facsimile:

File Ref:

Medical Services 07 41502020 07 41502029

Ms K Harbus Senior Intake Officer Health Rights Commission GPO Box 3089 Brisbane Qld 4001

2 4 AUG Z004 034296 \ RECEIVED

Health Rights Commission

Dear Ms Harbus

I write in response to your letter dated 10 August 2004 concerning the complaint by Mr George Connelly about the health service provided to his late wife, Doreen.

Dr Martin Strahan, FRACP was the attending specialist medical practitioner to Mrs Doreen Connelly during her last admission to Bundaberg Base Hospital (BBH). Dr Strahan is a Visiting Medical Officer in General Medicine at BBH, who also practices in the private sector in Bundaberg. He acknowledges that he didn't appreciate the significance of Mrs Connelly's raised troponin result due to different measurement systems being used in the public and private health sectors in Bundaberg leading to potential discrepancy between troponin values for the same patient. This discrepancy contributed to Dr Strahan attaching limited significance to such values at BBH.

Dr Strahan was using a private sector pathology laboratory which measured cardiac troponins using a portable card reader method. Negative values are recorded as less than $0.05\mu g/L$ and positive values are recorded as greater than $0.1\mu g/L$. There is a grey or uncertain zone between these two readings. The value is also operator dependent. At BBH, troponins are measured using a Roche Elecsys 1010 analyser, which is internally validated daily and externally checked under the Royal College of Pathologists Australasia Quality Program every two weeks. Negative values are recorded as less than $0.03\mu g/L$ while positive values are equal to or greater than $0.03\mu g/L$. This level is standard across all Queensland Health pathology laboratories with the result electronically recorded and distributed. The public sector method is more sensitive than the private sector method.

Dr Strahan's confusion led to a strong support of the private sector method and belief that the public sector method was inaccurate and possibly inferior. Consequently Dr Strahan also, utilised measurement of creatinine kinase (CK) in patients with acute coronary syndrome as happened in Mrs Connelly's case. Dr Strahan asserts that he attempted to reduce his concern through inquiries with the Rockhampton based management of BBH's pathology laboratory, but didn't obtain a satisfactory response. After Mrs Connelly's death, he again made inquiries and was provided with the above information. At this time he realised his mistaken belief in the private sector's methodology for troponin measurement. Since this time, he has undertaken further study, attended a cardiology conference and sought ongoing advice from his cardiology peers. He states that he

Office

Queensland Health Bundaberg Base Hospital Postal P O Box 34 Bundaberg Qld 4670 Phone 07 41502020

Fax 07 41502029

understands the significance of troponin values, particularly in risk stratification of patients with coronary artery disease. It should be noted that the private pathology provider in Bundaberg has recently installed the same troponin analyser as installed in BBH in order to improve sensitivity of testing, reduce unnecessary duplication and avoid discrepancy in values.

Dr Khan, as Dr Strahan's Principal House Officer, followed his direction and ordered the follow-up CK on 1 December 2003. There was no rise in the value of this test during Mrs Connelly's admission, hence why arrangements were begun to transfer Mrs Connelly for the stress test.

Please be aware that a meeting involving Drs Strahan and Khan, Mr Peter Leck (District Manager), Mr Connelly and myself occurred on 9 June 2004. At this meeting Mr Connelly was given a sincere apology, a copy of his wife's medical records and a copy of the letter to the Health Rights Commission dated 1 June 2004. My staff and I attempted to provide clarification of the events surrounding Mrs Connelly's admission however Mr Connelly remained unhappy with this information.

I trust this information is of assistance.

Yours sincerely

Dr Darren Keating

Director of Medical Services

23/08/2004



Our Ref:

040036 S1/KH

Your Ref:

10 August 2004

Private & Confidential

Mr Peter Leck District Manager Bundaberg Base Hospital PO Box 34 BUNDABERG QLD 4670

Dear Mr Leck

Thank you for your letter dated 1 June 2004, relating to the complaint made by Mr George Connelly about a health service his late wife, Mrs Doreen Connelly, received from your hospital.

The Commission has since obtained independent advice from two sources, a public hospital interstate and a public hospital in Queensland. Both advisers were supplied with de-identified copies of the complaint, your response and the medical records. Both agreed that Mrs Connelly:

- was misdiagnosed with unstable angina when in fact her diagnosis should have been acute coronary syndrome;
- should have remained hospital.

In addition, one adviser stated that a stress test was contraindicated and the other stated that it was not relevant as it would "only have confirmed what they should already have known i.e. that the woman was a high risk patient."

In your letter, you stated that "The medical team made a diagnosis of unstable angina...". I note your acknowledgement that Mrs Connelly's raised troponin value was evidence of a minor heart attack and that this, taken in combination with her past history, prolonged chest pain and ECG changes meant she should have been diagnosed with acute coronary syndrome and kept in hospital. In view of the information available, could the attending doctor please provide an explanation for the failure to correctly diagnose Mrs Connelly's condition. Additionally, you stated, "The blood was collected and marked urgent with the result checked by Dr Khan...". Could an explanation also be provided as to why arrangements were made to transfer the patient for her stress test if the result had been "checked" by Dr Khan.

I look forward to hearing from you at your earliest convenience.

Yours sincerely

-Karen Herbur.

Karen Harbus Senior Intake Officer



Bundaberg Newspaper Company

Health Rights Commission

David Kerslake W. 19/8

Commissioner
Health Rights Commission

RECEIVED

Take to disam

. M. C. bepre

August 16

To Mr Kerslake, I am writing to you to draw your attention to the case of George Connelly which has been referred to the Health Rights Commission (Queensland).

The News-Mail has followed Mr Connelly's case since the tragic death of his wife. Since then he has been campaigning to get the case investigated, but up to this time nothing has been done.

Mr Connelly has been waiting for eight months for the Health Rights Commission to contact him with their review of his complaint. And he contacts the Commission regularly in an attempt to force quick action on the issue.

I fear, due to Mr Connelly's ill health, that he may not survive to find out the result of the Health Rights Commission inquiry into his wife's case. This would be a terrible tragedy and I believe his circumstances are special and therefore demand special attention.

As a result of these concerns, the News-Mail has put its weight behind Mr Connelly in an attempt to get prompt action.

I would encourage you to take Mr Connelly's health into account and review his complaint at the earliest possible time. I have attached copies of the stories which recently featured in the News-Mail for your consideration.

Your sincerely

Lucy Ardern Editor

News-Mail

41538520

22-24 Targo Street, 35-37 Production Street PO Box 3006, Bundaberg DC Qld 4670 Telephone (07) 4153 8555 Facsimile (07) 4153 8300 www.news-mail.com.au

Local news

<u> Ury outlook continues</u>

LIGHTNING and storm activity around Bundaberg got the hopes up for many earlier this week. But the weather experts have bad news—the

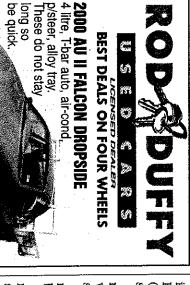
forecasts are showing only more dry weather.
Bureau of Meteorology weather forecaster
Kun Meng said the storm activity was isolated

Kun Meng said the storm activity was isolated off the Fraser Coast on Wednesday.
"Only Fraser Island had some showers (yesterday) morning and they are clearing now," Mr

Bundaberg should expect another fine but dry weekend.

"It's pretty dry," Mr Meng said.

"You will have quite strong winds on Saturday — fresh north-westerly winds changing on Friday night."



Seeking answers



ZQUIT

EIGHT months after his wife's tragic death, George Connelly is still waiting for answers.

But time has become pre-

But time has become precious for the 66-year-old Bundaberg pensioner, who is battling emphysema.

His wife Doreen, 69, had been admitted to Bundaberg Base Hospital in December last year after a suspected heart attack

She died just hours after being released from hospital.

Mr Connelly has been waiting for six months for the Health Rights Commission (HRC) to give him a formal answer about why his wife died.

"I don't think I have too much longer to go and then who will do this," Mr Connelly said.

The commission took three months to contact the Bundaberg hospital.

Mr Connelly said he had rung the HRC once a week since February, but had been told there were 200 to 300 cases in front of his.

He was also told the investigation could take up to 12 months.

HYUNDAI EXCEL SEDAN tem respo ble for this to be stopped again," he said.









2001 DAIHATSU TERIOS airbags, long rego, low kms. Great little 4x4. spd man, air-cond, dua



3.8 V6, T-bar auto, air-cond, ABS brakes not yet 100,000km, cruise, log books and YR II ACCLAIM SEDAN





2.7 EFI T-bar auto, air-cond, power steering, 6 months rego, Just 40,000km. 2000 HILUX 4x2 DUAL CAB



Phone 4151 8266 - Fax 4151 8277 272 Bourbong Street, Bundaberg

> John Cake said due to privacy or deny whether Mr Connelly laws, he was unable to confirm HRC complaints manager

started on most within a fortcases because investigations mission did not prioritise any However, he said the com-

tise as such because things are "There is no need to priorihad made a submission.

WAITING: George Connelly is seeking answers about the death of his wife. dealt with very quickly," Mr

something is done." more than a fortnight before

outcome could take years to reach an

"So it is unusual for it to be

He said some complex cases

Timeline

Photo: ROBYNE CLIERE!

hours after being released from Dec 3: Doreen Connelly died,

Dec 5: Mr Connelly made verbal Feb 12: He wrote his first letter to complaints to hospital staff

answer

tigation could take 12 months. Feb 22: He visited the commission the Health Rights Commission. in Brisbane and was told the inves-Today: He is still waiting for an

Aerosol can dange

aerosol cans and fire in a drain on Glen Appin CHILDREN were spotted experimenting with Drive this week.

about 4.30pm on Wednesday. and one of the cans landed in a neighbour's yard Campbell said the children started a small fire Bundaberg police Senior Constable John

Snr Const Campbell said the act was extremely

Truck driver avoids crash

another vehicle on Wednesday night. semi-trailer after it jack-knifed to avoid hitting A TRUCK driver managed to regain control of his

Campbell said the truck driver lost control after the Isis Highway about 4pm. he vehicle in front swerved to miss animals on Bundaberg police Senior Constable John

were caused Snr Const Campbell said no damage or injuries

Child abduction prevention

A METHOD to avoid child abductions in Bundaberg is being investigated by the Queensland Poice Service.

child to ensure a quick response speedy introduction of an Amber Alert system, transmission and broadcast details about the which allows the media to break into normal A working party has been formed to ensure the

report, which will form the basis of a submission to cabinet within three months The party will meet next week and produce a

Prowler spotted

SVENSSON Heights residents reported seeing a male prowler in the area about midnight on

Property Week's For best results list your regular advertisers house with one of deing sean in the

Harcourts Remax Precision

Century 21 Wide Bay Realty LJ Hooker Bargara Beach Richardson & Wrench LJ Hooker Bundaberg

Ray White Real Estate

McColms First National Real Estate Coral Cove Real Estate John Fidden Real Estate Ascot Real Estate Prema Realty Raine & Horne Ian Michael Real Estate Coastline Realty Galaxy Real Estate PRD Nationwide 5 Star Real Estate Professionals South Kolan Real Estate

Wide Bay Real Estate

Page 2 — NEWS MAIL, Friday, August 13, 2004

A/hrs Rod Duffy 041 8798 375 - Allan Ford 4157 4026

Cnr Bauer & Davidson Streets, Bargara | accepted. Frequent Customer Club/Home deliveries | Ph 41547077 Kevin

Regional chit chat

REUNION PLANNED

on November 13 at the Goombungee Showgrounds. A "RETURN to Rosalie for A Reunion Day" will be held

Shire, north west of Toowoomba are invited to parattended schools, (up to 53 at different times during the past 125 years), or who have lived in Rosalie Former residents and descendants of families who

pants are welcome to march in the parade, either in from 11am before a grand parade from 1pm. Particifamily or school groups. The event will start with reunion registrations

The event will close at 7pm with fireworks

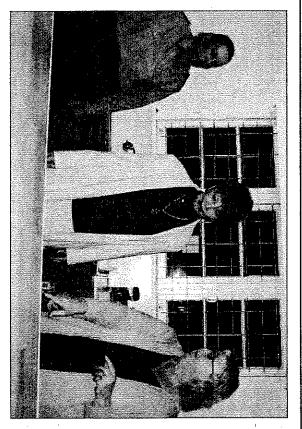
Rosalie Shire Historical Society. bring historical items that may be of interest to the All returning residents and students are invited to

any information you have and agree to share Historians will be available on the day to record

Historical Society president Shirley Johnston on Information can be obtained from Rosalie Shire

are recorded in Rosalie Shire's history in a special residents to buy pavers to ensure that their names walkway to be completed in 2005. The closing event will include opportunities for

Shire Council's Community development officer John Carey on 4696 7900. More information can be obtained from Rosalie





ABOVE: Kim Schreiweis talks to Mayor Kay

a look at the renovations to the Air League committee member Janice Schreiweis take **LEFT:** Di Ballard, Kay McDuff and branch

agus for cadel

Club hoosts Blood Bank supplies

Bundaberg Sunrise has dopart of its community service outdoor furniture to the programme. Bundaberg Blood Bank as nated a microwave oven and THIS year the Rotary Club of

furniture will be used so ning some extensions and the donors can relax in pleasant The blood bank is plan-

surroundings while waiting. nancial support and blood number of years both with fiwith the Blood Bank for a Sunrise has been involved

Bundaberg award trict compete annually for the best bleedi All Rotary clubs in the dislub in

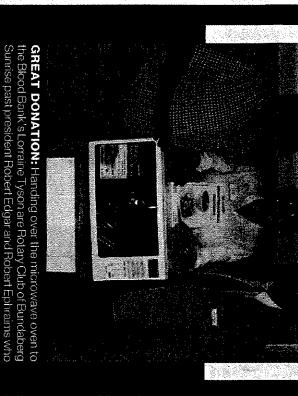
donations.

McDuff took time out of her BUNDABERG Mayor Bundaberg Squadron at their busy schedule to visit Austrahut near the airport recently. the mayor some of the hut's ren OC Kim Schreiweis showed Air League (AAL)

was raised would continue as more money ovations and explained work

gress and some of the cadets 8pm, drill practice was in pro-31707044 were working on their model When the mayor arrived at 3 さいられるからせるな





cadets from as young as eight years in all aspects of flying. tion activities which prepare formed into groups for educa-After drill practice the cadets

watching final parade and the committee members before tea with some of the officers and lowering of the flag. More information on AAL The mayor enjoyed a cup of

obtained by telephoning Mr Bundaberg Squadron may be Schreiweis on 4151 3456

Francis and cadet Darryl Webb constructing model aircraft. **MODEL BOYS:** Kay McDuff watches leading cadet Jesse Evans, leading cadet Andrew Griffin, warrant officer Greg Francis, cadet Lochlan

CHUTCH M.G. COMIGS TIGHT (SALE)





as covering major national and he News-Mail is the most authoritative source of local news and sport, as well

rnational events.

attention Chit Chat

editorial@news-mail.com.au and mark it would love to hear from you. Email to us at tograph for our Regional Chit Chat page we If you would like to submit a story and phoSubmissions needed!

for the club.

this year is responsible for co-ordinating Blood Bank activities

cartoon and a bok into the past. There is also the daily We have a range of regular features to brighten the day, including a crossword, horoscope, TV guide, comics,

information that readers are looking for, including the Days a neck weather forecast, sugar and fruit and vegetable prices, lotto and pools results and a sharemarket report.

baby and wedding photographs, and regular social photographs.And whatever our readers are looking for, they will find it at the right price in our directions of classified Then there is our lively letters section, community news,





Monday

on offer from the Sunshine Coast to Mackay, Monday Johnart has a selection of the best jobs looking for a career change, this is their first port of including those in Bundaberg. For those who are

the local sporting action from the weekend including rugby league, cricket, netball, basketball, as well as racing. Stories featuring local sporting stars are also in the Wrap. $0\,327$ The Wrap contains a comprehensive coverage of

Page 8 — NEWS MAIL, Saturday, August 14, 2004

advertising.

Tem-swell way

QUEST

Seeking answers



EIGHT months after his wife's tragic death, George Connelly is still waiting for answers.

But time has become precious for the 66-year-old Bundaberg pensioner, who is battling emphysema.

His wife Doreen, 69, had been admitted to Bundaberg Base Hospital in December last year after a suspected heart attack.

She died just hours after being released from hospital.

Mr Connelly has been waiting for six months for the Health Rights Commission (HRC) to give him a formal answer about why his wife died.

"I don't think I have too much longer to go and then who will do this," Mr Connelly said.

The commission took three months to contact the Bundaberg hospital.

Mr Connelly said he had rung the HRC once a week since February, but had been told there were 200 to 300 cases in front of his.

He was also told the investigation could take up to 12 months.

"I want the person or the system responsible for this to be stopped from ever doing it again," he said.

"It means I can die happy because I know this won't happen to anyone else."

HRC complaints manager John Cake said due to privacy laws, he was smable to confirm or deny whether Mr Connelly had made a submission.

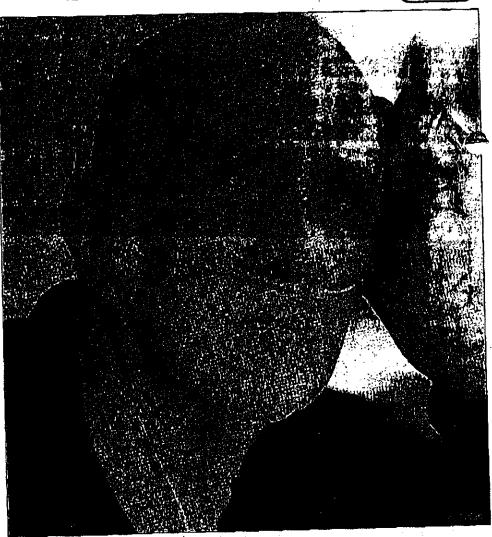
However, he said the commission did not prioritise any cases because investigations started on most within a fortnight.

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There is no need to prioritise as such because things are



WAITING: George Connelly is seeking answers about the death of his wife.

Photo: ROBYNE CUEREL

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"So it is unusual for it to be more than a fortnight before something is done."

He said some complex cases could take years to reach an outcome.

Timeline

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Dec 5: Mr Connelly made verbal complaints to hospital staff

Feb 12: He wrote his first letter to

the Health Rights Commission.

Feb 22: He visited the commission in Brisbane and was told the investigation could take 12 months.

Today: He is still waiting for an answer.

IUST BRIEFLY

D01

NO.361

17/08/2004

BUNDABERG NEWSMAIL > 32340333

Bundaberg Newspaper Company



FACSIMILE

Karen Ardus

CC: 3234 0333

From: Catherine Pionse.

Karen, As requested, our afficle on George Connelly. Regards, Catherine Prowse

22-24 Targo Street, 35-37 Production Street PO Box 3006, Bundaberg DC, QLD 4670 Telephone (07) 4153 8555 Facsimile (07) 4153 8300 Website www.news-mail.com.au

17/08/2004

14:39

BUNDABERG NEWSMAIL → 32340333

NO.361



Bundaberg Newspaper Company

FACSIMILE

Karen Ardus

atherine Prouse

CC:

3234 0333

From:

Catherne Prouse.

Date:

Re:

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22-24 Targo Street, 35-37 Production Street PO Box 3006, Bundaberg DC, QLD 4670 Telephone (07) 4153 8555 Facsimile (07) 4153 8300 Website www.news-mail.com.au

BUNDABERG NEWSMAIL → 32340333

QUEST

Seeking answers



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But time has become precious for the 66-year-old Bundaberg pensioner, who is battling emphysema.

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"I don't think I have too much longer to go and then who will do this," Mr Connelly

The commission took three months to contact the Bundaberg hospital.

Mr Connelly said he had rung the HRC once a week since February, but had been told there were 200 to 300 cases in front of his.

He was also told the investigation could take up to 12 months.

"I want the person or the system responsible for this to be stopped from ever doing it again," he said.

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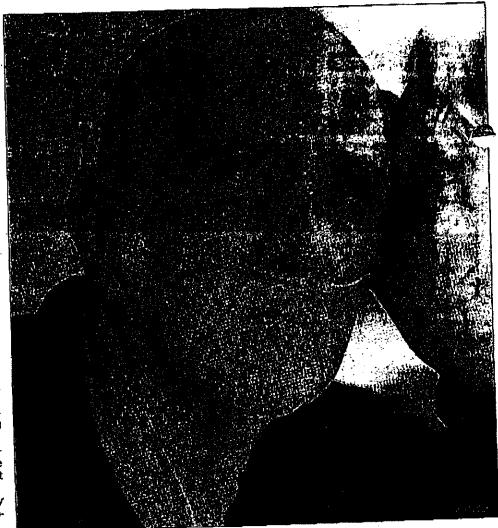
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38

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WAITING: George Connelly is seeking answers about the death of his wife.

Photo: ROBYNE CUEREL

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Consumer: Mrs Doreen CONNELLY (DEC'D) Provider: Bundaberg Base Hospital - Mr Peter LECK

Assessment Extension

Encryption Key:

Date

26/07/2004 12:14 PM Composed

Karen Harbus/HRC

Composed:

Bv:

Short

Dr Merrinan, independent adviser, to HRC

Description:

Body Text:

Dr Marrinan telephoned to say he had read all the information provided to him. He stated that he agreed with the comments made by the provider (P) in their response dated 01/06/04 in that P had deviated from best practice in misdiagnosing the woman and in their management of her. Dr Merrinan explained that in relation to the woman's blood test which showed raised troponin levels, this meant she had suffered a small heart attack and P should have kept her in. He stated that he agreed with P that the woman should have been diagnosed with "acute coronary syndrome" and not "unstable angina". In relation to the stress test which the man (C) was concerned about, Dr Merrinan explained that this was contraindicated and could have made the woman's situation worse in that a stress test puts strain on the heart. In relation to whether or not the woman's outcome would have been different, the adviser said that the whole reasoning behind keeping a patient in hospital is to monitor them and treat them accordingly and the woman's outcome may or may not have been different. He said that in reading the cause of death (i.e. (a) cardiac arrest; (b) myocardial infarction; and (c) ischaemic heart disease) he assumed that the cause of death could have been a continuation of the minor heart attack or a further event. He explained that while under the National Heart Foundation guidelines, heparin was a medication which could have been used following such an event and this may have prevented the woman's death, there was no way of stating this categorically.

I thanked Dr Merrinan for his assistance and we agreed I would fax him a copy of this File Note so that he could ensure it accurately reflected our discussion - fax no. 5571 8696.

Consumer: Mrs Doreen CONNELLY (DEC'D) Provider: Bundaberg Base Hospital - Mr Peter LECK

Assessment Extension

Encryption Key:

Date Composed: 13/07/2004 03:45 PM Composed

By:

Caller:

HRC to Dr Mary Buchanan, indep. adviser

Body Text:

Given in Confidence: (03) 9554 1000. I telephoned the independent adviser in order to see if she had had time to consider the information sent to her. She said she had and in her opinion, the woman "was not treated reasonably well". The adviser stated that the woman fell within a high risk group due to such factors as her age, history of heart disease, raised tropinin reading and the ECG and enzymes meant she did have a "recent event". The adviser explained that that the American College of Cardiology, National Heart Foundation and other recognised organisations had a list of criteria whereby it can be established whether or not a patient is a "high risk patient". She commented that the woman should have been given heparin, a blood thinning agent and she should have had an urgent angiogram. She explained that the referral to the nuclear medicine unit for the stress test was not particularly relevant as it would only have confirmed what they should have already known i.e. that the woman was a high risk patient. I asked Dr Buchanan if the woman's outcome would have been different if she had been treated appropriately and she said possibly. She stated that she was not sure about the facilities this particular hospital had for such emergency procedures as an angiogram but reiterated that nevertheless the treatment the woman received was unreasonable.

Karen Harbus/HRC

Thanked the adviser very much for her assistance. It was agreed that I would fax her a copy of this File Note so that it could be checked to ensure it accurately reflected our discussion. Fax no: 9554 8453.

On late the 1st on early the 12-12-03 my wife was taken by Ambulance to Hospital with suspected hart attack after serveral checks wich turnel out negative my with scoreral pain filling tolder and spring work. han Tounge she was now feating no pring as sugested the the go and pick up our son But and take him Her) it she had been booked in for a stress Destamilie at 10-20 pm on the 2-12-03 by her acotton Dr she asket me to let them know that she was en hospital this was at the I did this and told them that I ded now know if the thropetal was gring to run har down know early as the time would have to be realisested. the hart specialist was support to see her at him about the x may at the has hitel he turned to the nurse and said I want this x rose done strait away he then left & gave the nurse till the perticulars including the appointment form wich included the telephone number for the hospital and told her she had to phone them strait owary she walked of without saying a word . Ut 10 AN Che. will send you up for that xour now are you feeling any poin of course she want she had been given medication to stop the pain he then started to work out how he was going to get her to the Rev down he said yes, the nurse then intermed

you care taking a risk she should go by umbulan. he agreed and said I will phone the and let them know she is on the way down and headed of followed him as I thought their was somthing they were not Elling us the talet me that we think she has a blockage in the host and this x roy will show us where it is and we will be able to give her something for it and send her to Bristiane to be operated struit ower to clear come back and said the appointment had been realescated and he was had booked fin for monday 3-12-03 On hearing this I went strait down to the Hospital so they realise ted the x ray, I then when thack to the hospital and complained to the ward clocker he said it was to late and their was nothing they could do about it (4 have since found out that the Rospital could have requested an emergenet & Huy ! I then go home and that the will send the regults book to them I whent back to my wife she had been told she was going home the nurse was attending anouther patient of abkad the reason she did not phone the see she said in a huff its not my job the docler should have premed as she was walking off I paid you should have given all the information to the doctor theor. The hospital refused to give me the nurses name. My wife passed away between 4:30 M and 6 M on the 3-12-03. It is my appiroun the the nurse should never be allowed to containe in her track again and put other lives atrisk 0317

2/12/03

Dear Doctor

69 year old lady with prior history of silent MI presented with chest pain relieved by Nitroglycerin. Her Troponin was 0.6 with a flat CK curve. ECG shows old MI.

Past medical history

Prior MI (silent) hypothyroidism

Meds

Aspirin 100mg OD Lasix 40mg OD Lipitor 20mg OD Thyroxine 100mcg OD

Assessment

Unstable Angina/ Non ST Elevation MI

Plan

- 1. Booked for a stress sestamibi 8/12/03
- 2. Started on aspirin and lipid lowering agent.
- 3. Will hold off beta blockers until stress test performed to allow for an adequate study
- 4. Started on lasix. Will need to assess long term need based on EF and follow up exam.

Thank you

Med PHO 4152 1222

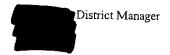
NURSE



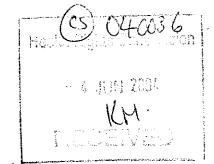
Queensland Health

HEALTH SERVICE DISTRICT EXECUTIVE SERVICES

Enquiries to: Telephone: Facsimile: Our Ref:



Ms Karen Harbus Intake Officer Health Rights Commission GPO Box 3089 BRISBANE Q. 4001



Dear Ms Harbus

I write in response to your letter dated 6 April 2004 concerning the complaint by Mr about the health service provide to his late wife,

Mrs presented to Hospital at approximately 0450h on 1 December 2003. She had woken at 0330h with chest pain which lasted 30 minutes and completely resolved after she was administered oxygen, aspirin and GTN by QAS paramedics.

Upon arrival at Mrs was pain free and assessed by the duty medical practitioner, who noted Mrs past history of an acute myocardial infarction and hypothyroidism. The medical practitioner also noted that Mrs complained of an increasing frequency of chest pain on exertion over the preceding days. Physical examination including vital sign monitoring revealed no major abnormality. Investigations including serial ECGs confirmed the previous myocardial infarction with some lateral 'T' wave changes, the chest x-ray was normal and blood tests showed a raised troponin value.

was admitted to a general ward and reviewed by the specialist medical team later in the morning. The medical team made a diagnosis of unstable angina with aspirin, a lipid lowering medication ('Lipitor') and frusemide ('Lasix') added to Mrs medication. At that time explained to the treating medical staff that their general practitioner had referred Mrs Mr for a (sestamibi) stress test to be performed by Nuclear Medicine at which was booked for 1 December 2003. He explained he had notified the nuclear medicine service that Mrs was an inpatient at and understood the booking would remain open until approximately 0930h, requiring confirmation from staff before this time. The agreed management plan was that further blood tests be taken and if normal, the stress test occur, as planned. The blood was collected and marked urgent with the result checked by Dr and arrangements begun to transfer Mrs for her stress test. The nursing staff Nuclear Medicine to confirm the appointment however it had been member rang reallocated with no further appointments available for one week. Arrangements were made for Mrs to undergo the test as an outpatient on 8 December 2003. Office Postal

Queensland Health
Health Service District

Phone

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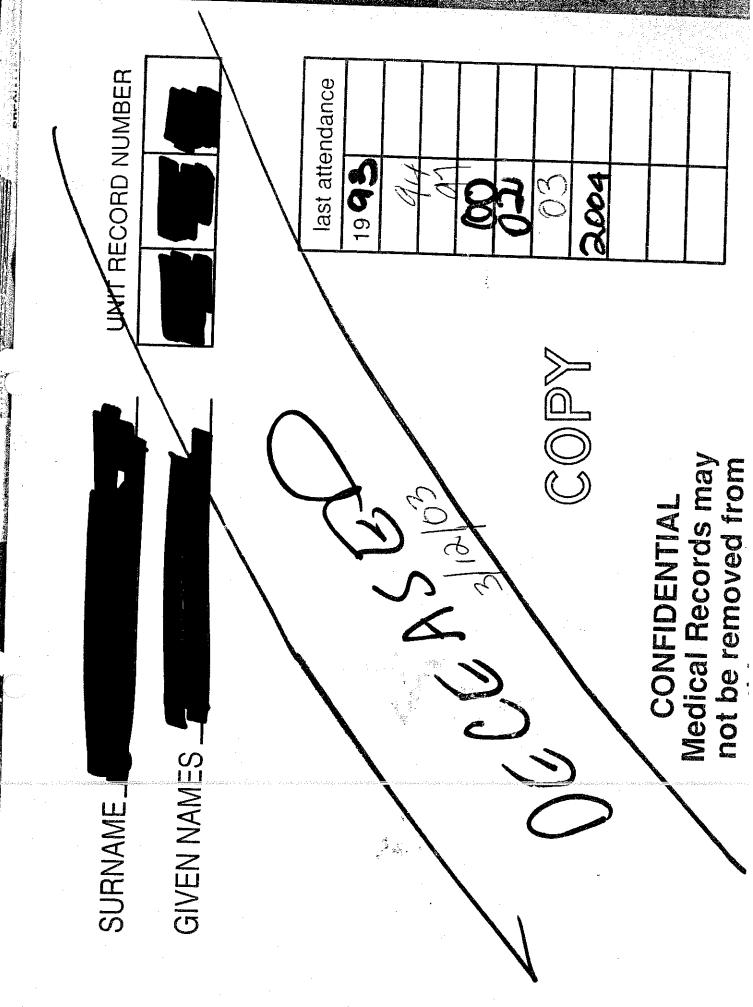
was stable throughout her admission, with no further complaints of pain or any requirements for any form of analgesia and was discharged home at 1430hr on 2 December 2003. died in the early hours of the morning of 3 December 2003. One of Mr Tragically Mrs responses was to seek out the name of the nurse, who he believed hadn't rung the nuclear medicine service, therefore allegedly contributing to the untimely death of his wife. In a telephone call of 3 December 2003 with Mr Ms I Acting Director of Nursing explained that would review his concerns, but wouldn't release the name of the nurse to him, because the nurse was employed by and any complaint should be directed to the employing organisation. An interview was conducted with the nurse caring for Mrs who explained she had Nuclear Medicine in an attempt to confirm the booking, after receiving contacted ; confirmation from Dr that Mrs could attend. However her phone call was made after the required confirmation time and the booking had been reallocated with no emergency appointments available. The timing of the latter booking was checked with the treating medical believes the nurse performed her duties correctly within her overall workload allocation and can find no fault with her actions. It is noted that this nurse was very upset following to complain about his wife's cancelled appointment, when he was return to reported to publicly remonstrate with a number of nursing staff in the ward area. In reviewing this complaint, an internal review of the health care provided to Mrs performed by Dr Director of Medical Services and Dr Director of Medicine. This review confirms the above information including the ECG changes in Mrs ECGs (as compared to previous ECGs in 2002), an elevated troponin on arrival which increased in value 8 ½ hours later, but with no rise in creatinine kinase. The raised troponin value is evidence of minor heart muscle damage. The combination of Mrs past history, prolonged chest pain, ECG changes and raised troponin values indicates the diagnosis should have been acute coronary syndrome. Accordingly this lady should have remained in hospital for ongoing observation. Based upon this information, I offer my profound apologies to Mr for the distress and anxiety relating to the unexpected death of Mrs I would like to apologise to Mr can contact my office on 4150 2020 to arrange a time convenient to him. in person and Mr I have asked Drs to attend this meeting to provide further explanation and answer and any questions that Mr may have. As a health service, we wish to reduce these circumstances to a minimum and maintain a reputation for high quality care. I have directed Dr I and Dr less to review the care provided to all patients presenting with acute coronary syndrome to ensure these patients are managed appropriately. has begun involvement with the Collaborative for Healthcare improvement -Acute Coronary Syndrome, which will provide evidence based guidelines and systematic evaluation of the treatment of this condition in with comparison on a statewide basis. An education session has been conducted at for all medical staff involved in the care of such patients, with senior staff attending continuing education sessions on the specific topic of Acute Coronary

Syndrome and the management of patients with raised troponin measurements.

I trust this information is of assistance.

Yours sincerely





MEDICARE NUMBER	U.R. No.
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GIVEN NAMES	
DATE OF BIRTH 22-4-34	SEX Male □ Female □
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BUNDABERG HOSPITAL EMERGENCY RECORD

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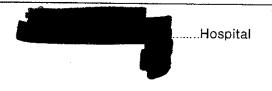
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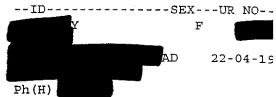
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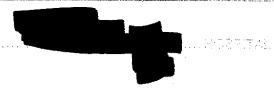
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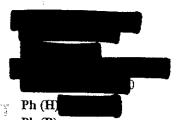


CONTINUATION SHEET Ph (H)
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PHOSPITAL EMERGENCY RECORD

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HOSPITAL EMERGENCY RECORD

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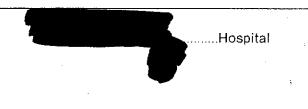
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AFTER CARE INSTI	RUCTIONS	GIVEN Use of crutche	es Plaster Care Head Injury

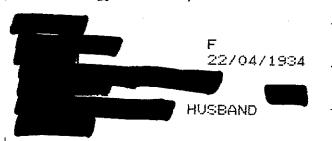
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Discharge Date				Time					
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CONTINUATION SHEET

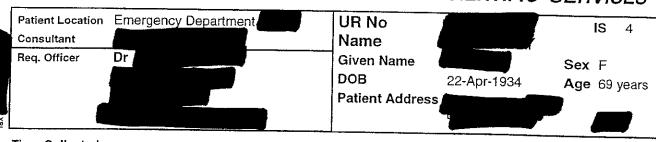


DATE AND TIME	HISTORY, EXAMINATION AND TREATMENT
18/6/83.	Maurea Domiting
16-30HB	59 y old Q pres = It x civit pari.
~ 1101	Began in a.m. betternow. Son Lethagy.
BP) 110/10	"Int not feeling will". (1). No ance" t
D 36 ⁵	earthy fixerase. Feels has to sit down all the
R) 22 .	time but chies stated nin-
	NO fiver / longer / URTI.
	1x episode of vomithy water. tentral chest pair - vague in nature. Radicies to
	back. Not to com / Nick.
	PMHo: hypothyrsidism - took self off tablets!
	Pitane quare
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	Jucke Jucke
15/3/9/4.	Patient woke this morning with back pain.
09-00ins	37 yo r
	Gradual onset low back pain yesterd
	worse this morning. No radiation of pain
· .	One similar episode 10 years age
	after lifting injury. 0298
· ·	MR5

DATE AND TIME	HISTORY, EXAMINATION AND TREATMENT
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	tender to (2) of 12-3 (7.8.3) paraspinal min. montender
	tone
	reflexes & Us.
	sensation)
	VR L-S spine : psteparthuritic changes
·	VR L-S spine: osteoarthritic changes esp. LI-2 with slight subluxation of L2 forward on LI. no # seen
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		Given Names	
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COMPENSA	TION BENEFITS ~	HEALTH INSURANCE	Y
CONDITION	FOR WHICH REFERRED	SPECIFIC DIAGNOSIS	Mac
REQUEST			
	CAUTIONS:		- (NO)
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OTHER PREC	ASSESS Sqy cld lady with insidence asset of LBP 14/3/94	SMENT AND TREATMENT	- (NO)
OTHER PREC	ASSESS Sqy cld lady with insidence onset of LBP 14/3/94 6-4 - angine	SMENT AND TREATMENT	NO)
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OTHER PREC	ASSESSION SET SQ y Cld landy With inside and obset Of LBP 14/3/94 6-H - angine Witstable. XX: DA L1-2 Thaprose Leased OIE: Lange abdomen FUN LF (Q)V EVV (Q)V		due



Time Collected Date Collected Time Registered Date Registered Year Lab No	03:45 19 Sep 04:26 19 Sep 2002	05:00 01 Dec 05:21 01 Dec 2003
Haemoglobin	141	130
White Cell Count	9.4	8.6
Platelets	297	283
Haematocrit	0.42	0.39
Red Cell Count	4.77	4.39
MCV	89	88
Neutrophils Lymphocytes Monocytes Eosinophils Basophils	7.32 1.50 0.41 0.14 0.02	5.65 1.82 0.77 0.27 0.09

Units	Ref Range
g/L	(115 - 160)
x10 ⁹ /L	(4.0 - 11.0)
x 10 ⁹ /L	(140 - 400)
x 10 ¹² /L fL	(0.33 - 0.47) (3.80 - 5.20) (80 - 100)
x 10 ⁹ /L	(2.00 - 8.00)
x 10 ⁹ /L	(1.00 - 4.00)
x 10 ⁹ /L	(0.10 - 1.00)
x 10 ⁹ /L	(< 0.60)
x 10 ⁹ /L	(< 0.20)

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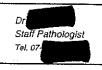
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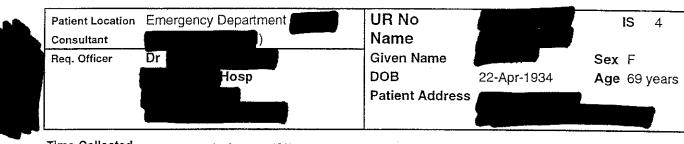
Dr Director of Pathology Tel. 07-



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printed before: 05:22 01 Dec 2003

Page 1

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Time Collected	03:45	05:00
Date Collected	19 Sep	01 Dec
Time Registered	04:26	05:21
Date Registered	19 Sep	01 Dec
Year	2002	2003
Lab No		
INR	0.9	1.0
Prothrombin Time	11	12
APTT	23	25
Fibrinogen	5.4	5.2
rmmogen	5.4	٦.٨
D-Dimer	< 1	
Platelets	297	283

Therapeutic Ranges

Heparin therapy

APTT 60 - 90 Warfarin therapy

Recommended INR range for clinical state

Atrial fibrillation (prophylaxis)

2.0 - 3.0 (Strict control necessary)

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Prosthetic heart valves (prophylaxis)

Venous and arterial thrombosis (treatment) 2.0 - 3.0



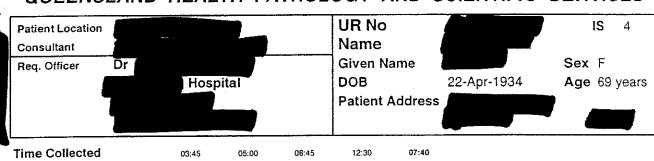
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Staff Pathologist

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Page o293



Time Collected Date Collected Time Registered Date Registered Year Lab No	03:45 19 Sep 04:26 19 Sep 2002	05:00 01 Dec 05:21 01 Dec 2003	08:45 01 Dec - 09:08 01 Dec 2003	12:30 01 Dec 14:05 01 Dec 2003	07:40 02 Dec 08:56 02 Dec 2003	Units	Ref Range
Sodium Potassium Chloride Bicarbonate Anion Gap Osmolality (Calculated) Glucose Urea Creatinine Urea/Creat Urate	133 4.5 106 21 6 269 6.8 5.5 0.09 64 0.29	139 4.2 107 25 7 277 6.1 3.6 0.09 39				mmol/L mmol/L mmol/L mmol/L mmol/kg mmol/L (Fasting mmol/L mmol/L	(135 - 145) (3.2 - 4.5) (100 - 110) (22 - 33) (4 - 13) (270 - 290) (3.0 - 7.8) 3.0 - 6.0) (3.0 - 8.0) (0.05 - 0.10) (40 - 100) (0.15 - 0.45)
Protein (Total) Albumin Globulin Bilirubin (Total) Alkaline Phosphatase Gamma-GT Alanine Transaminase Aspartate Transaminase	74 41 33 < 4 109 18 20 21	65 36 29 12 90 19 28 23				g/L g/L g/L umol/L U/L U/L U/L U/L	(62 - 83) (33 - 47) (25 - 45) (< 20) (30 - 120) (< 50) (< 40) (< 35)
Lactate Dehydrogenase Creatine Kinase cTroponin T Calcium Calcium (Alb. Corr.) Phosphate	289 210 ND 2.31 2.29 0.57	121 0.52	122	128 0.69	123	U/L U/L ug/L mmol/L mmol/L mmol/L	(110 - 250) (< 160) (< 0.03) (2.15 - 2.60) (2.15 - 2.60) (0.70 - 1.40)

Note: ND = Not detected.

Comments

05:00 01-Dec-03 Results phoned to ward Lab No.



Diffector of Pathology
Tel.

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CHEMICAL PATHOLOGY GENERAL
report of the same page number
printed before: 12:04 02 Dec 2003

CHENICAL

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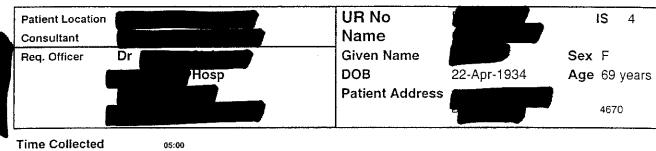
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Date Collected 01 Dec Time Registered 05:21 Date Registered 01 Dec Year 2003 Units Lab No Ref Range Free T4 20 pmol/L (9 - 23)mU/L **TSH** 1.4 (0.3 - 5.0)

Comments

05:00 01-Dec-03 Consistent with euthyroid state. Lab No

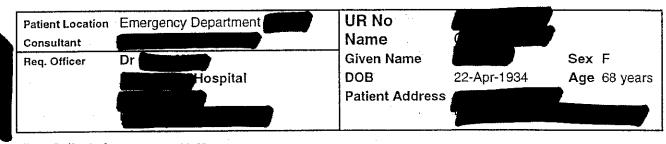


Dr Dr Dr Drector of Pathology Staff Pathologist
Tel. 07 Tel. 07

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Page 1 0291

Copy sent to:



Time Collected 03:45
Date Collected 19 Sep
Time Registered 04:26
Date Registered 19 Sep
Year 2002
Lab No

Units Ref Range

Specimen type Blood

C-Reactive Protein 6.2 mg/L (< 5.0)

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Dr Director of Pathology Tel, 07

Copy sent to:

Dr Staff Pathologist Tel: 07 Please discard any previous CHEMICAL PATHOLOGY PROTEINS report of the same page number printed before: 05:15 19 Sep. 2002

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	22/04/1934
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BACTERIOLOGY	HUSBAND
	(Affix Patient Identification Label Here)
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15 MICROBIOLOGY 10	
SPECIMEN: CLINICAL NOTES:	03
Serebrospinal Fluid Sputum Slood Culture/s Saeces Swab/Fluid from Street	Y F 22/04/193
aeces	
wab/Fluid from	HÚSEÁND
	Fig. 1 150 - William 1910
Medical Officer:	REQUESTED: ICU
MICROSCOPIC EXAMINATION:	
eucocytes : School GRAM STAIN	TIVE P E M C T A S T G C T
POSITIVE NEGA	TIVE P E M C T A S T G C T
The United States	L M L P C L A O C C L
richomonas :	L M L P C L A O C C L L T Y L H L I Z P I I L L N C I N N N L I L N C I N N L N C I N C I E M C I N C I N C I E M C I N C I N C I E M C I N C I N C I E M C I N C I N C I E M C I N C I N C I E M C I N C I
vaginalis	N E E M N
easts :	
Other (specify):	
\sim	arphi
D/C/P	
CULTURE: NO SUSNIFICANT OSCIONATE	
	· · · · · · · · · · · · · · · · · · ·
+ SEIN FORA	
	S - Sensitive R - Resistant Let 1 2 2 8

HOSPITAL Department of Medical Imaging - Patient Report

Patient Name:

UR Number: DOB: 22 APR 34

Series Number: 1 Sex: F

Attend.Date: 01 DEC 03 Current Date: 08 DEC 2003

Examinations: Chest

Referred: DR Location: ED

CLINICAL HISTORY:

CHEST PAIN

CHEST:

The heart and mediastinal contours are normal. The pulmonary vasculature is normal. The lungs and pleural spaces are clear with no evidence of segmental consolidation or collapse.

DS:3208

DR

DICTATED-BUT NOT READ



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X-RAY, ULTRASOUND, C. T. SCAN.

4	22/04/1934
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3. HEALTH SERVICE DEPT MEDICAL IMAGING	
(F) DOB. 22/4/34	
LUMBAR SPINE 15/3/94	
There is a decrease in the normal lumbar lordosis with the scoliosis convex to the right centered at L3. The vertebral body heights have been maintained however there is narrowing of the intervertebral disc at most levels although most marked at L1/2, L 4/5 and L5/S1. Osteophyti lipping of the vertebral end plates is present at most levels. Degenerative changes are present in the lumbar posterior facet joints. UR: DR	
:mp 17/3/94 ← • • • • • • • • • • • • • • • • • •	



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X-RAY, ULTRASOUND, C. T. SCAN.



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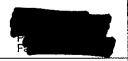
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HEALTH SERVICE DEPT MEDICAL IMAGING





(F) DOB. 22.4.1934

CHEST X-RAY 19.6.93

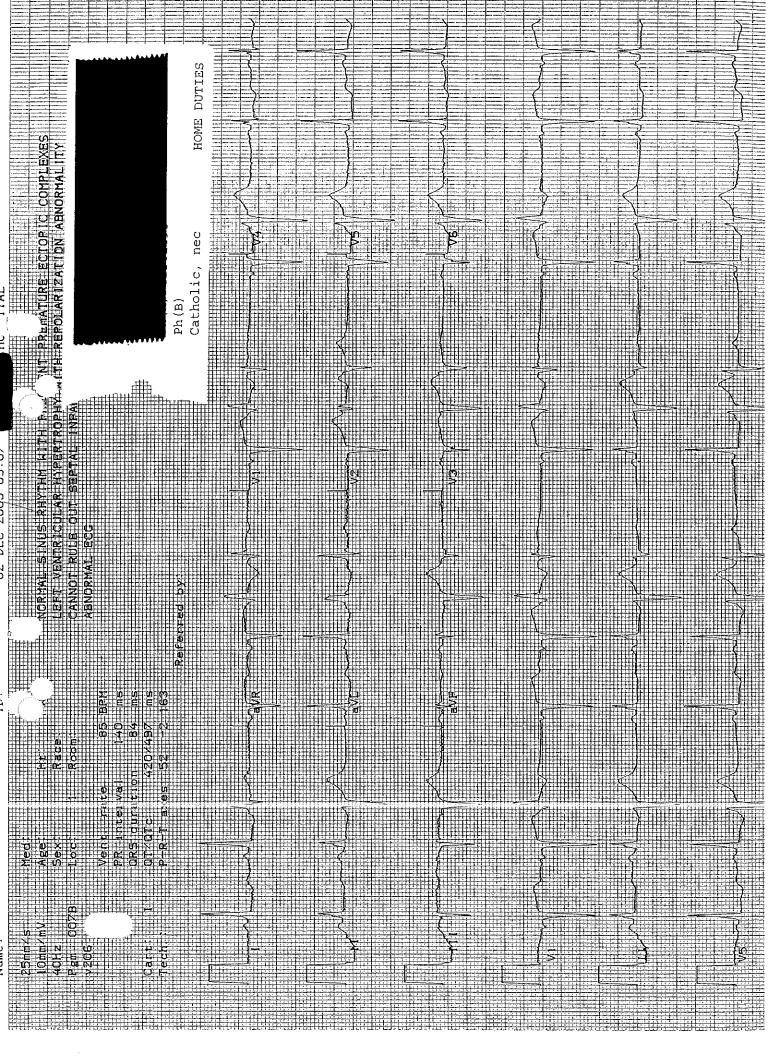
The heart size is normal. No focal collapse or consolidation has been demonstrated.

UR.

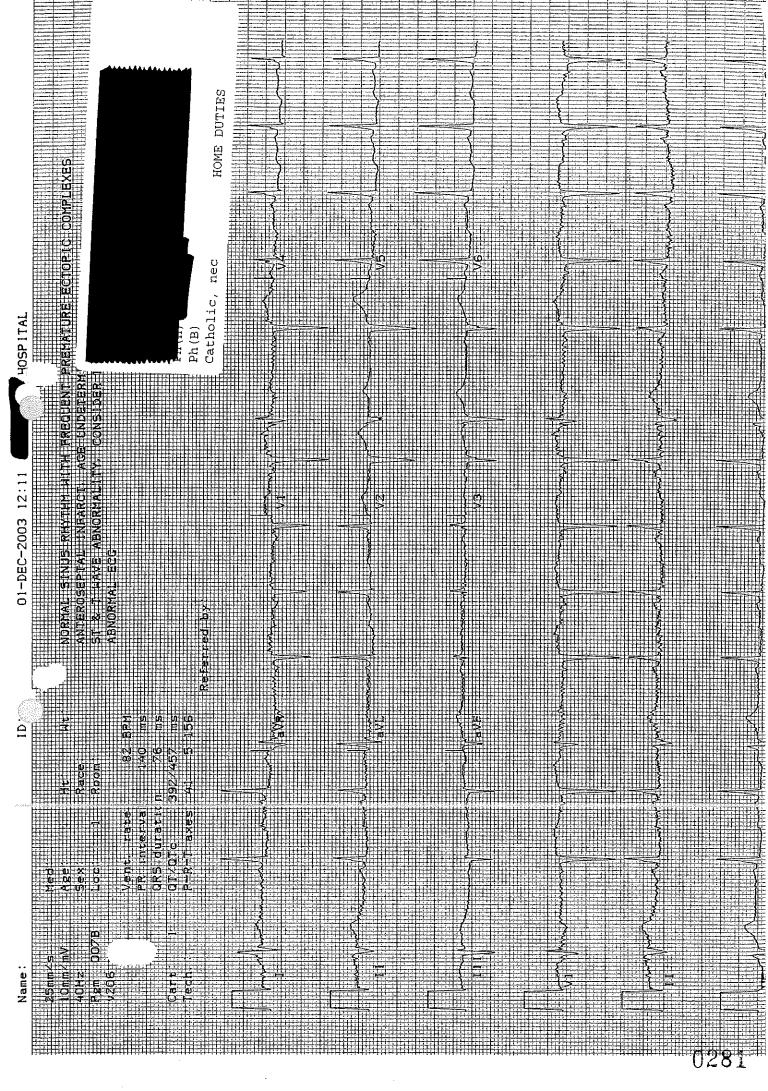
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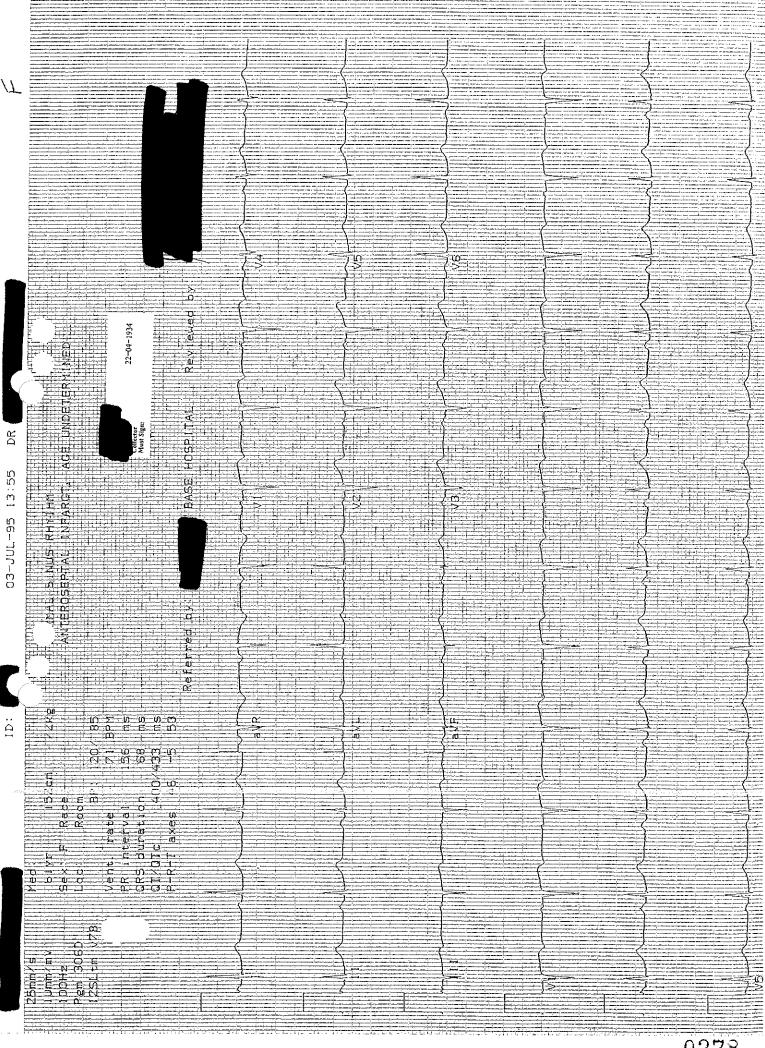


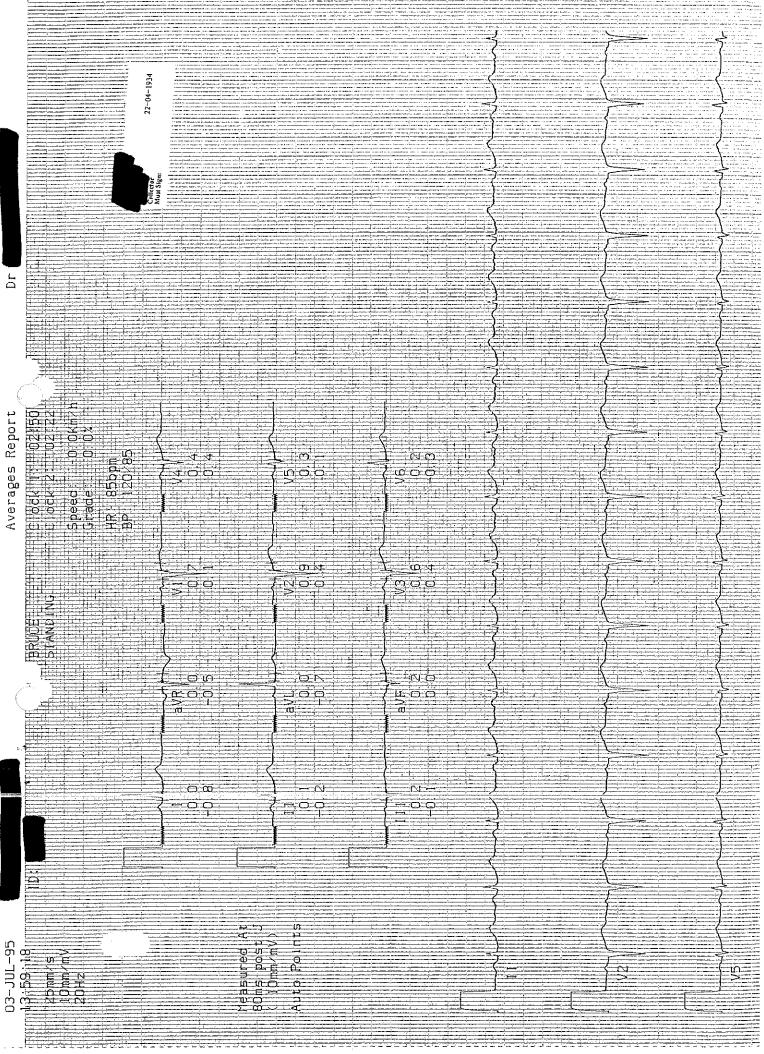


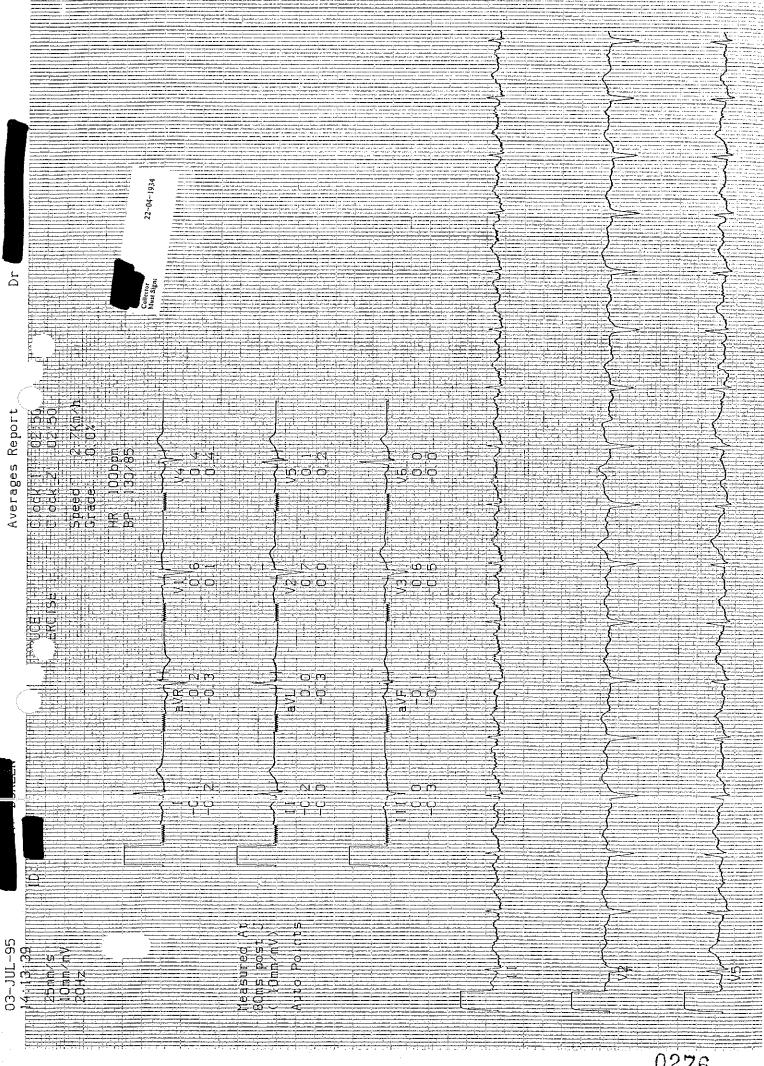


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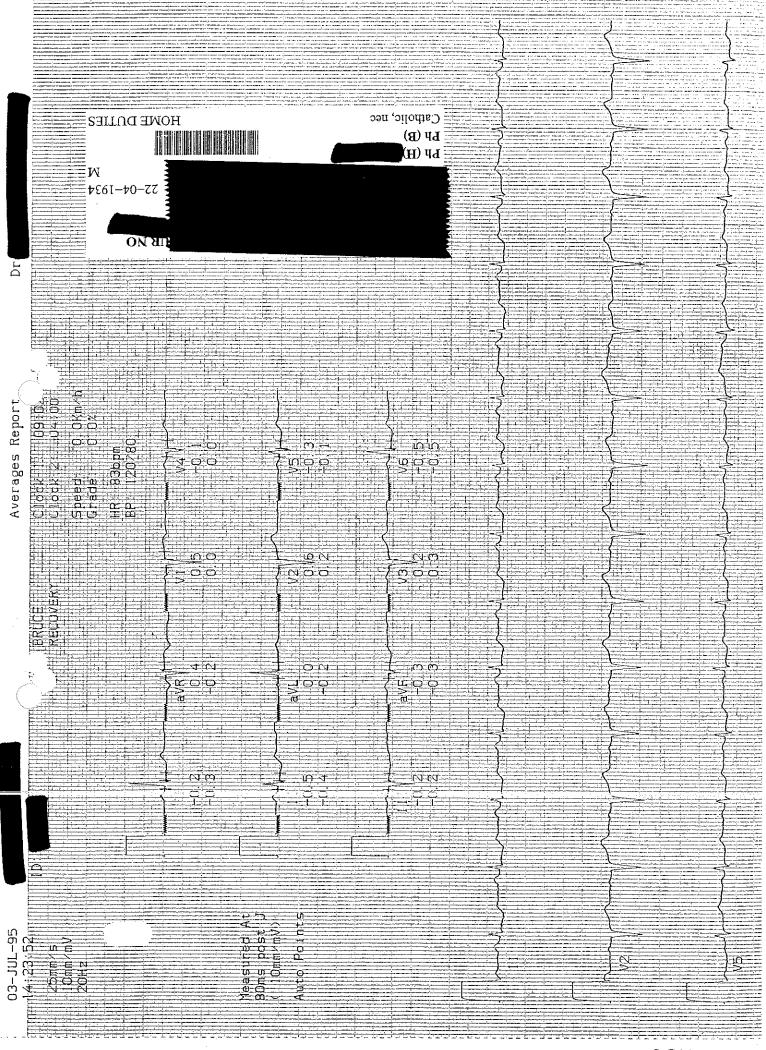


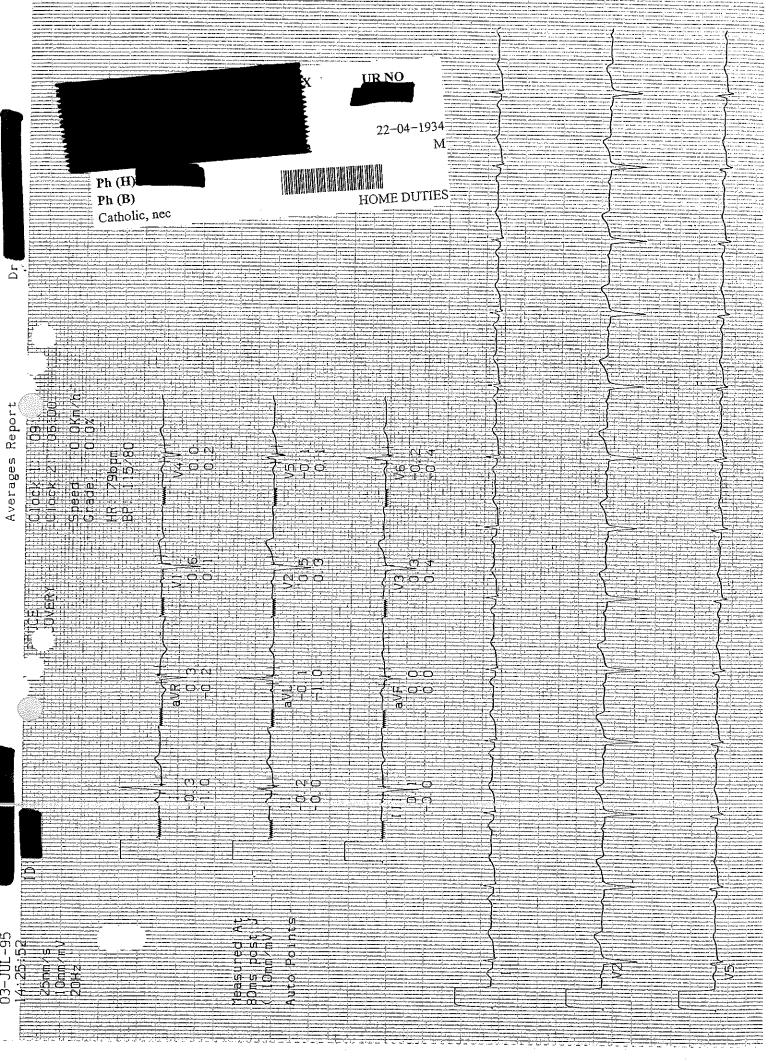


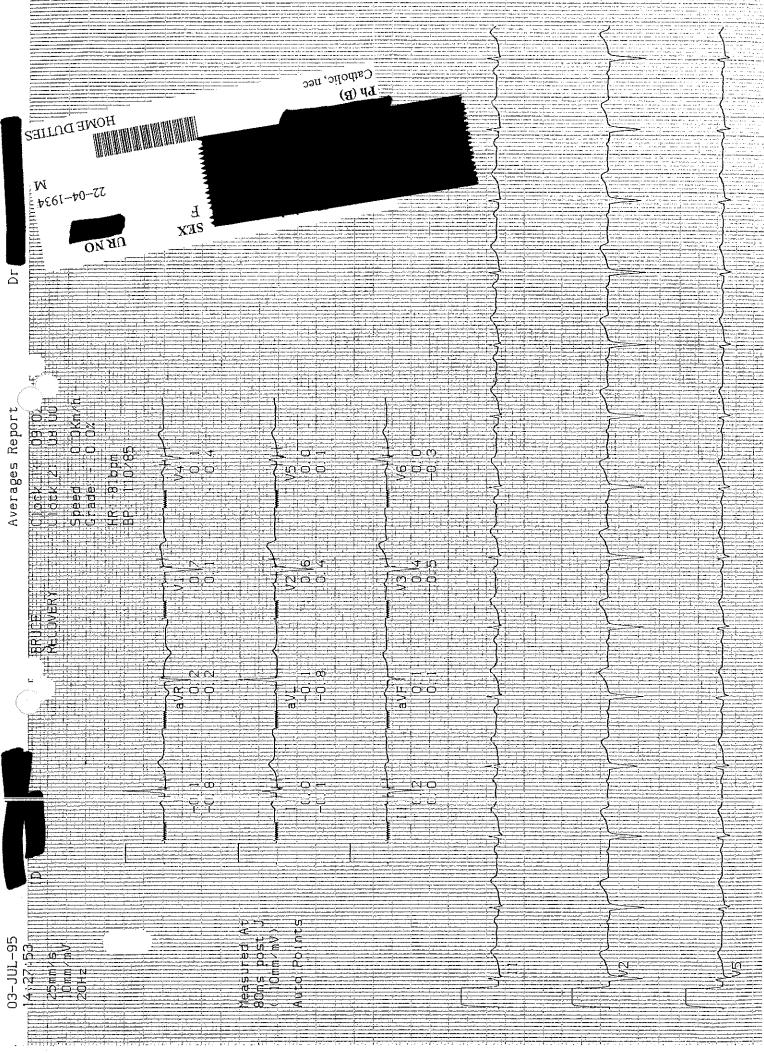


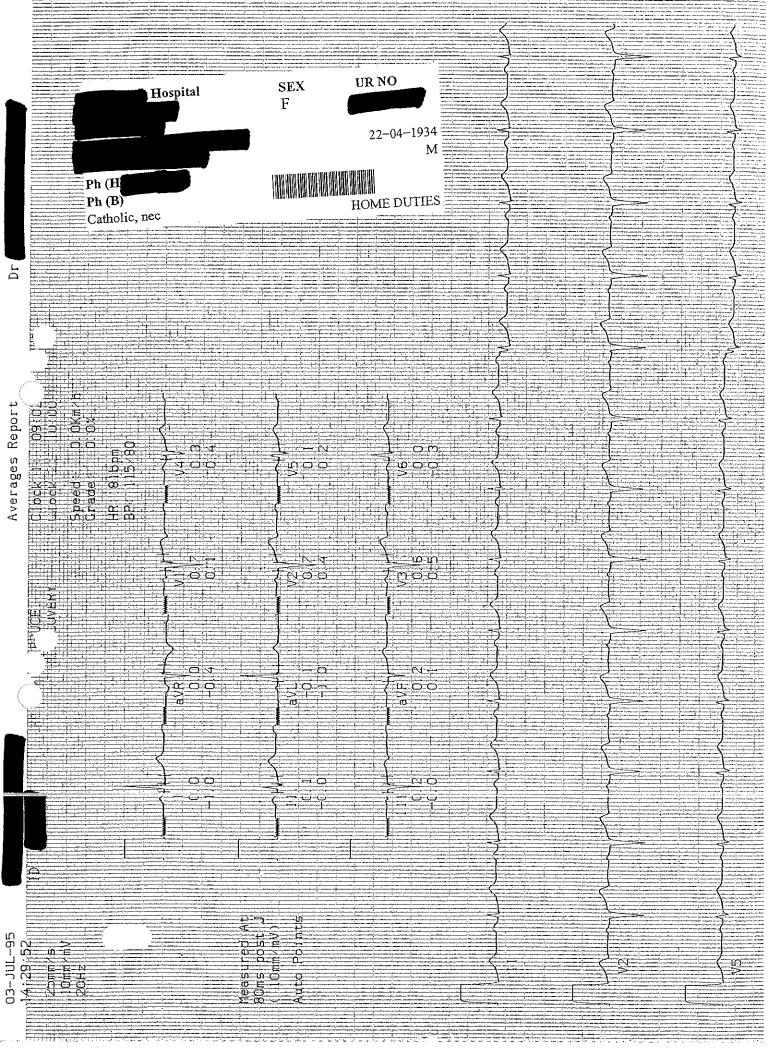


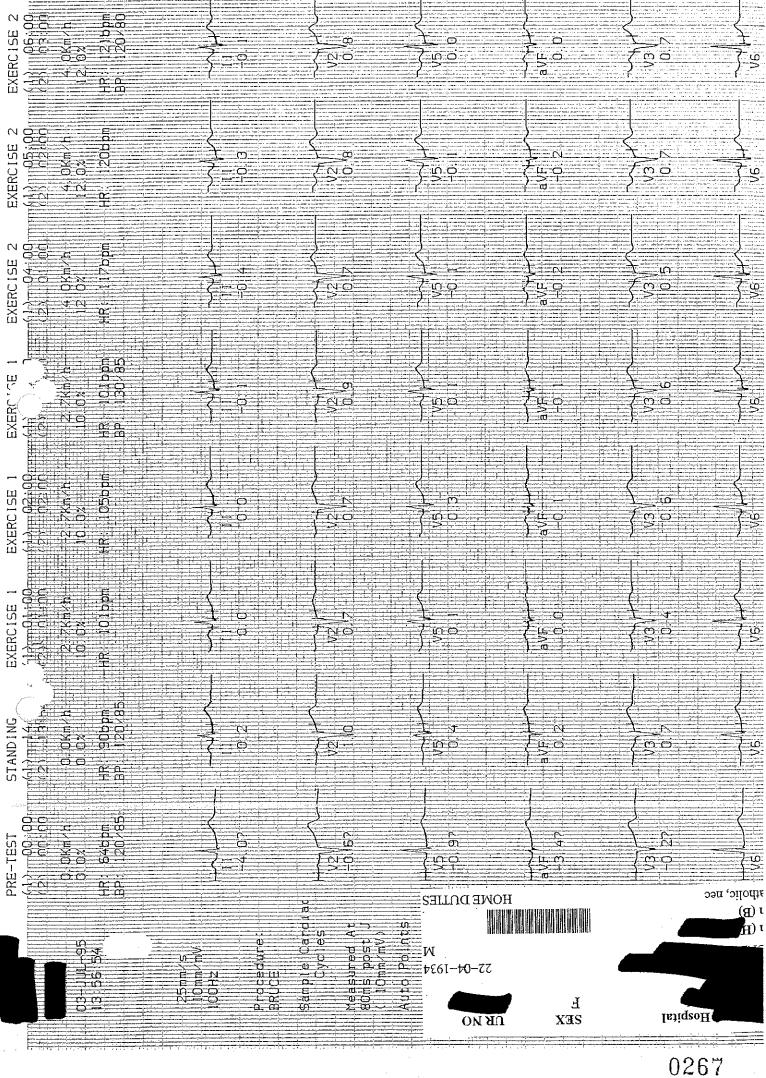


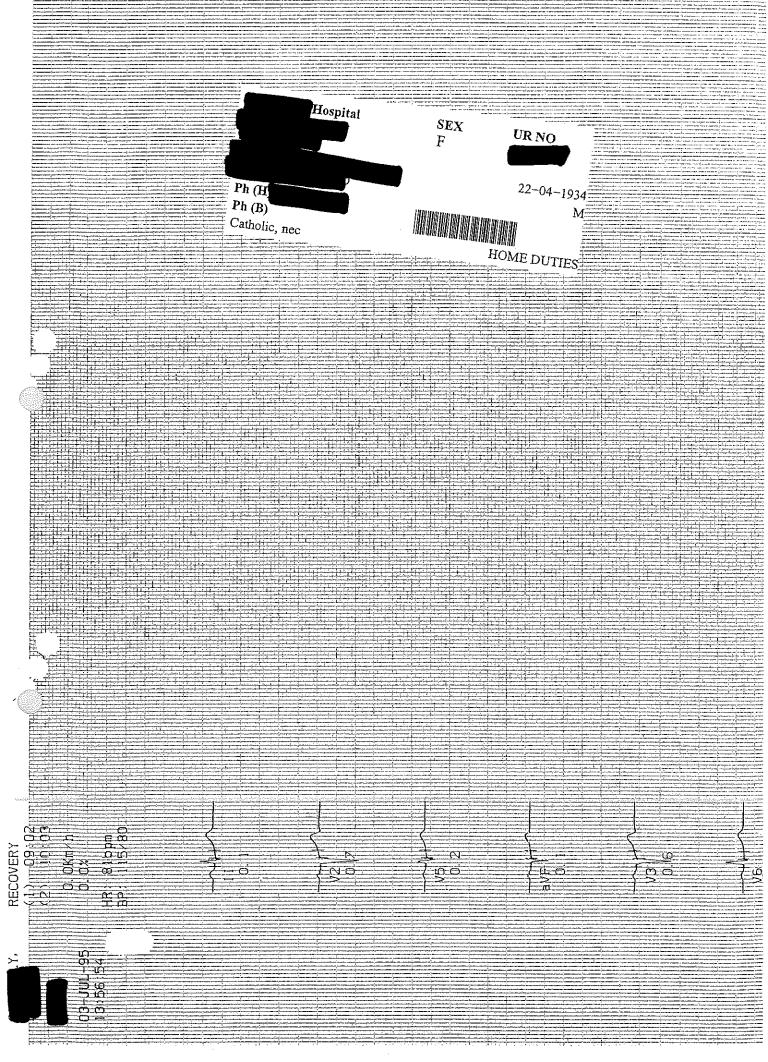


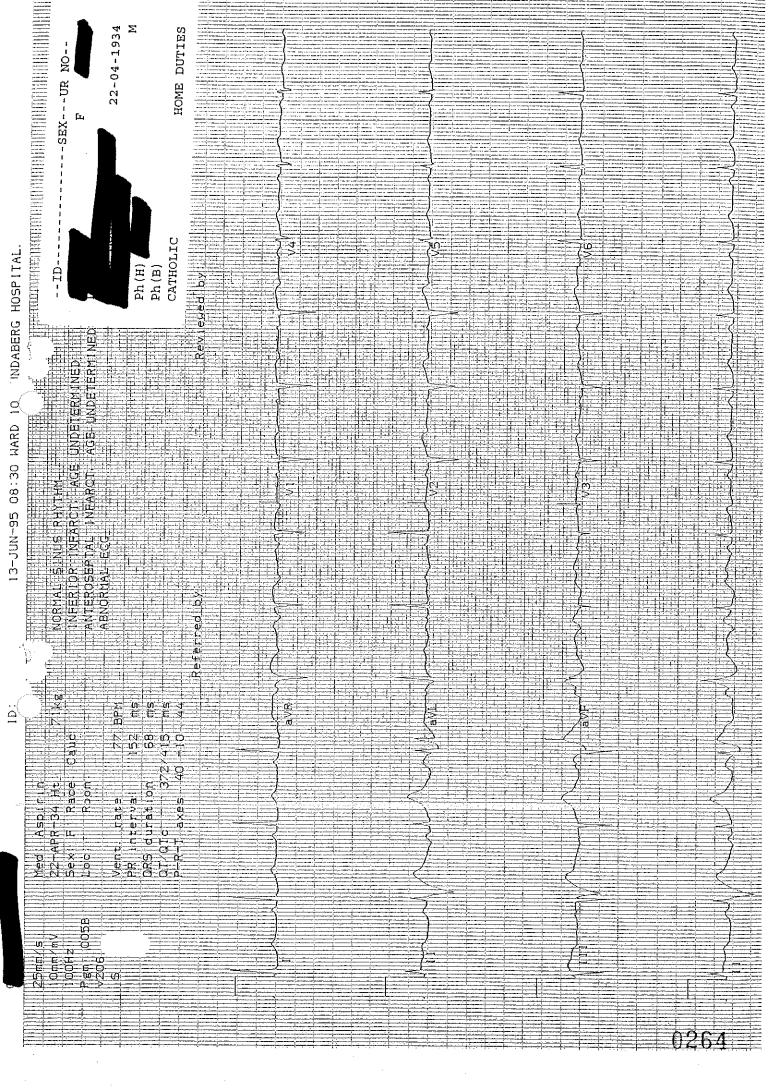


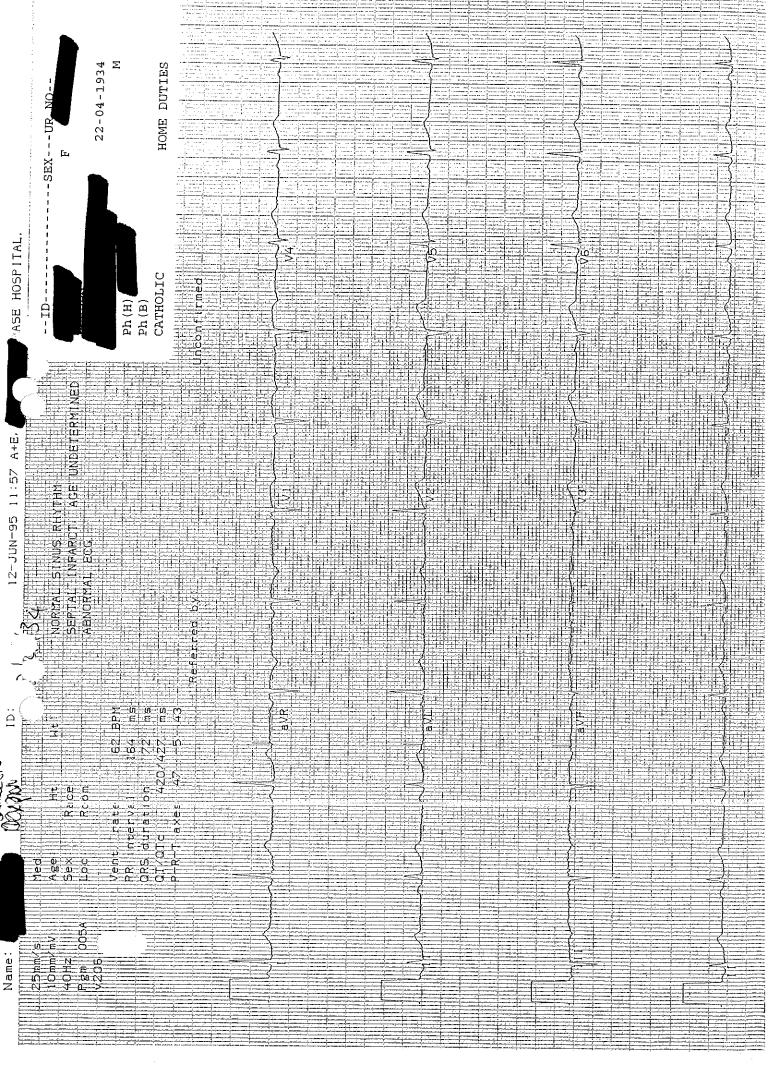




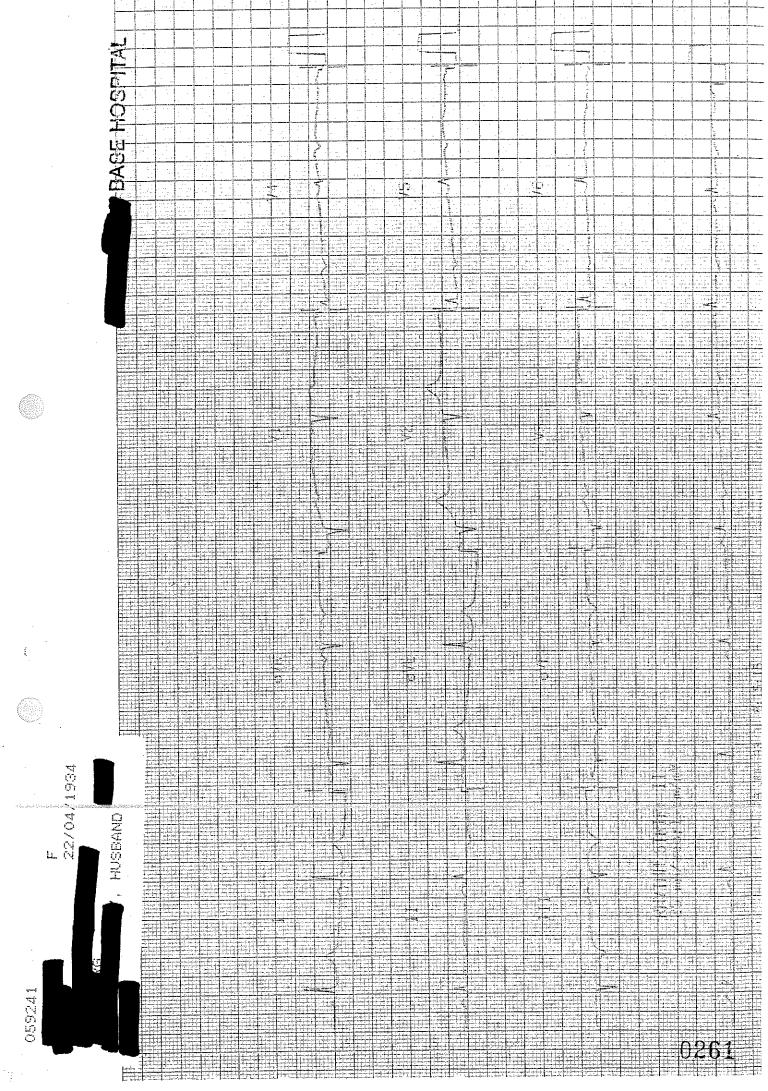


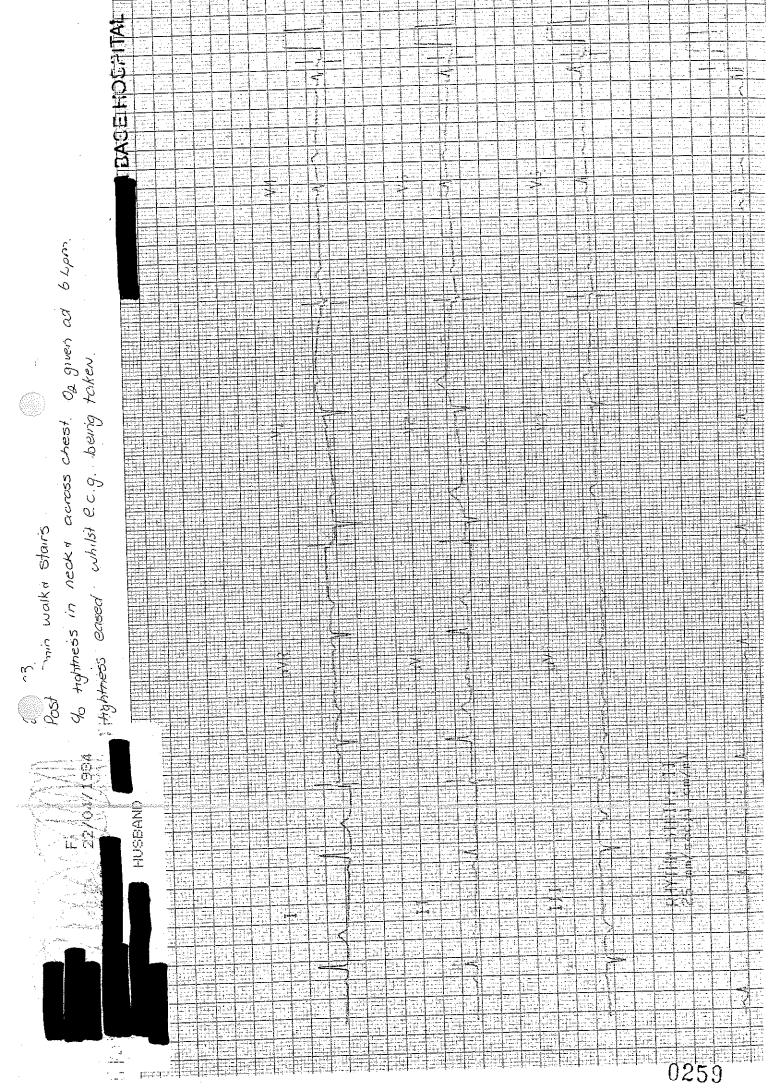


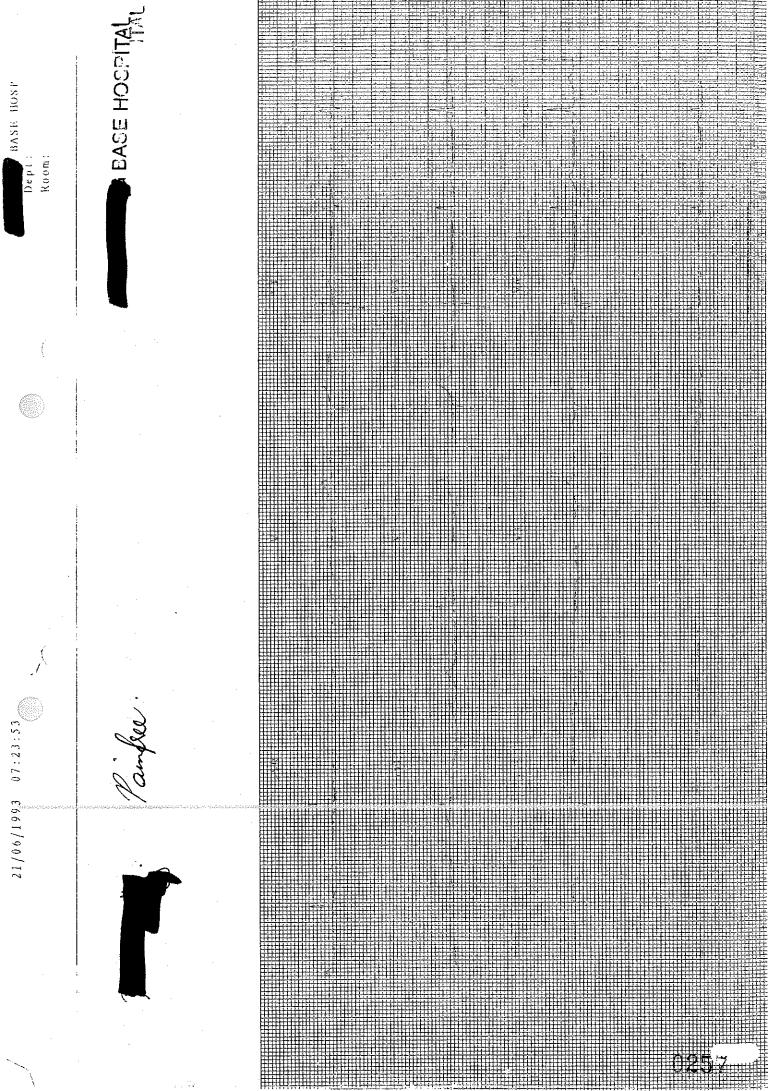




	HOSPITAL	SurnameU.R. No
		Given Names
ELECTROCA	RDIOGRAPH	Sex
REQUEST A		Ward Clinic
CLINICAL NOTES: B.P.	DRUGS Digoxin B. Blocker Diuretic Other	REPORT
Signature	Date	Medical Climic Specialist Signature Date/0/9/93
CALIBRATION	DATE	TIME
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