



**Queensland
Government**
Queensland Health

DWK 59

MEMORANDUM

To: To All Medical Staff
From: Dr Darren Keating
Director of Medical Services
Contact No: 41 502210
Fax No: 41 502029
Subject: DEM Roster with effect 14th July 2003
Date: 3rd July 2003

As at 14th July 2003, the DEM roster will include two resident staff working the night shift from 10pm until 8am the next morning.

These two staff will consist of a PHO and a JHO. This PHO will provide supervision and support to the JHO whilst also taking responsibility for patient admissions. This PHO will be responsible for ensuring that any patients admitted have all notes and associated investigations completed plus management initiated. These admissions **must** be confirmed with the on-call specialist in order that the specialist is aware of the admission and has input into the plan of management.

The JHO will work the majority of the shift in DEM but will be available for simple ward call work such as writing up drug and fluid orders, re-siting of intravenous cannulas or certifying deaths and similar type work. They will also be able to review ward patients, particularly on the medical and surgical wards.

It should be noted however that the JMO's prime responsibility remains DEM. There must be always a minimum of one rostered medical practitioner remaining in DEM at all times during this shift.

Resident staff will still be rostered for proximate on-call and will be first on call until 2200hrs. They will be first on-call for any patients that their team is responsible for in ICU and must respond to calls related to trauma and/or cardiac arrest in the hospital.

In regards to O&G and Paeds call, simple routine ward calls as outlined above can be undertaken by one of the resident staff working in DEM overnight, however for more complex matters the on-call resident and or specialist will still be called.

The introduction of a PHO position flows from a review of rostering done from Dr Mark Mattiussi in June 2001. The principal aims of this rostering change include a reduction of number of call-ins for on-call staff (especially medical and surgery), a reduction of fatigue leave and an increase in the availability of staff during normal business hours. These changes should provide an increased level of continuity of care for patients and increased level of safety during the day and at night.

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Your cooperation and understanding of this change is greatly appreciated and it is acknowledged that refinement may be required. However, in order to increase the level of safety for patients and staff, this change is deemed appropriate and necessary. Should you have any further concerns, please don't hesitate to contact me.

Dr Darren Keating
Director of Medical Services



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MEMORANDUM

To: To Switch, After Nurse Managers, NUMs ICU/CCU, Medical, Surgical, Rehabilitation, Paediatric Wards, Operating Theatre and Family Unit

From: Dr Darren Keating
Director of Medical Services

Contact No: 41 502210
Fax No: 41 502029

Subject: DEM Roster with effect 14th July 2003

Date: 17 July 2003

Dear All

Please find attached a memo outlining changes to the DEM roster, which provides two resident staff in DEM from 10pm. These staff should be contacted initially after 10pm each night in relation to any requests, inquiries or reviews.

Please accept my apologies for the late notification of these changes.

Should you have any questions, please contact me on ext 2210.

Dr Darren Keating
Director of Medical Services



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MEMORANDUM

To: To DEM Medical Staff

From: Dr Darren Keating
Director of Medical Services

Contact No: 41 502210
Fax No: 41 502029

Subject: DEM Roster Changes with effect 14th July 2003

Date: 18 July 2003

Dear All

After recent discussions, it has been agreed that 'routine/simple' admissions overnight don't have to be immediately notified to the specialist. Such notification should occur around 8am the next morning to the specialist or relevant PHO or during a phone call seeking consultant advice and input overnight.

The on-call specialists remain available to provide advice, answer questions and concerns about care for patients in DEM overnight. Please use their knowledge and experience when needed.

Should you have any inquiries, please contact on ext.2210.

Thanks.

Dr Darren Keating
Director of Medical Services



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MEMORANDUM

To: After Hours Nurse Managers, NUMs – Medical, Surgical, Rehabilitation,
Paediatric, Family Unit

Copies to: Switch, Dr Naldo Keil, Director of Emergency Medicine

From: Dr Darren Keating, Director of Medical Services

Contact No: 07 4150 2210
Fax No: 07 4150 2029

Subject: On-Call – After 10pm

File Ref:

Dear All

This memo is issued as a reminder that after 10pm each night, medical staff in DEM are the first point of contact for all ward inquiries, requests and reviews relating to medical care. DEM medical staff are able to contact the appropriate specialist as required.

You are requested to pass this reminder on to all staff, in order that interruptions and call-ins for on-call staff are reduced to a minimum. This reduction in call-ins ensures increased presence of medical staff during the day leading to better continuity of care

Thank you for your co-operation in this matter.

Dr Darren Keating
Director of Medical Services
30 / 10 / 03