



ACT
Government

ACT Health

Ref FOI18-80



Dear 

Freedom of Information Request – FOI18-80

I refer to your application received by ACT Health on 17 September 2018 in which you sought access to information under the *Freedom of Information Act 2016* (the FOI Act).

In your application you have requested:

“...documents containing information about all reports of lost or stolen Schedule 4 and Schedule 8 medications in ACT hospitals (both public and private) from 2013-2018 including details 1) date 2) hospital concerned 3) drug name 4) quantity missing.”

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

ACT Health was required to provide a decision on your access application by 6 November 2018.

Decision on access

Eighteen documents identified as relevant to your request contain information that I consider to be information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

I have decided to grant access, under section 50 of the Act, to copies of these documents with deletions applied to information that I consider would be contrary to the public interest to disclose.

I have decided to refuse access to one document as I consider the document to be contrary to the public interest information under schedule 1 of the Act.

My access decisions are detailed further in the following statement of reasons and the documents release to you are as Attachment A to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act
- The contents of the documents that fall within the scope of your request
- The views of relevant third parties; and
- The *Human Rights Act 2004*

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows.

Folio 3 of the identified documents is entirely composed of, or contains information that is considered to be contrary to the public interest to disclose under schedule 1.1A of the Act. The information contained in the document relates to the reporting of an anomaly in the drug register at a Canberra hospital. The information contained in the document is in the possession of a court of tribunal. The release of this information could have an adverse effect on a judicial process and is therefore taken to be contrary to the public interest to be released.

Folios 1-2 and 4-19 of the identified documents are composed of, or contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios is personal information about individuals.

I have identified that there are no factors favouring disclosure of this information under Schedule 2, section 2.1 and I have identified that the following factor favours non-disclosure:

- Schedule 2 2.2 (ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights ACT 2004*.

On balance, the information identified is contrary to the public interest and I have decided not to disclose this information.

Information held by ACT Health and Canberra Health Services in regards to reporting discrepancies of schedule 4 medications is entirely contained in a health record, as defined in the *Health Records (Privacy and Access) Act 1997* (HR Act).

Section 12 of the FOI Act states that this Act does not apply to information held in a health record under the HR Act. Therefore, information concerning schedule 4 medications cannot be disclosed in a Freedom of Information process.

Charges

Processing charges are not applicable to this request because the total number of documents released is less than 50 pages.

Online publishing – disclosure log

Under section 28 of the Act, ACT Health maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the ACT Health disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: ACTFOI@ombudsman.gov.au.

ACT Civil and Administrative Tribunal (ACAT) review

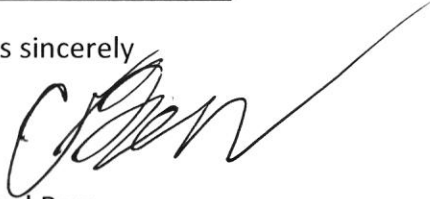
Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

If you have any queries concerning ACT Health's processing of your request, or would like further information, please contact the FOI Coordinator on 6205 1340 or email HealthFOI@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'CBarr', with a long, sweeping horizontal stroke extending to the right.

Conrad Barr

Director

Health Protection Services

/ November 2018

FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	File No
[REDACTED]	Documents containing information about all reports of lost or stolen medication in ACT hospitals (both public and private) from 2013-2018 Including details of 1) date 2) hospital concerned 3) drug name 4) quantity missing	FOI18/80

Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1-2	Email– Discrepancy of S8 liquid	6 July 2018	Partial release	Schedule 2, section 2.2 (ii)	Yes
2	3-4	Email– S8 Count Discrepancy	27 March 2018	Partial release	Schedule 2, section 2.2 (ii)	Yes

3	5	Notification	14 March 2018	Refusal	Schedule 1.1A – Information in possession of a court of tribunal	Yes
4	6	Email– S8 Discrepancy at TCH Pharmacy	19 February 2018	Partial release	Schedule 2, section 2.2 (ii)	Yes
5	7	Email - Missing Schedule 8 Medicine – TCH Pharmacy	22 December 2017	Partial release	Schedule 2, section 2.2 (ii)	Yes
6	8-10	Emails– Missing Alfentanil from Theatres	8 November 2017	Partial release	Schedule 2, section 2.2 (ii)	Yes
7	11-13	Email– Incident report of Dexamphetaime defect supply from manufacturer	27 September 2017	Partial release	Schedule 2, section 2.2 (ii)	Yes
8	14	Email– Missing S8 Medication	14 September 2017	Partial release	Schedule 2, section 2.2 (ii)	Yes
9	15-16	Email – Unaccounted S8 Ins the Pharmacy Destruction Register	11 September 2017	Partial release	Schedule 2, section 2.2 (ii)	Yes
10	17	Email– Medicine Discrepancy	28 August 2017	Partial release	Schedule 2, section 2.2 (ii)	Yes
11	18-19	Email - Report of Missing S8 Medication Calvary Bruce Private Hospital	17 July 2017	Partial release	Schedule 2, section 2.2 (ii)	Yes

12	20-21	Email – report of incident Involving Controlled Drugs	8 May 2017	Partial release	Schedule 2, section 2.2 (ii)	Yes
13	22-23	Email– Missing Dilaudid Ampoules	16 December 2016	Partial release	Schedule 2, section 2.2 (ii)	Yes
14	24-25	Email – Patient’s Own Schedule 8 Anomalies	16 June 2014	Partial release	Schedule 2, section 2.2 (ii)	Yes
15	26	Email – Incorrect Oxycodone Balance	17 July 2015	Partial release	Schedule 2, section 2.2 (ii)	Yes
16	27	Email – Possible Diversion of Controlled Medicine	13 January 2015	Partial release	Schedule 2, section 2.2 (ii)	Yes
17	28-31	Email – Missing Endone	1 December 2014	Partial release	Schedule 2, section 2.2 (ii)	Yes
18	32-33	Email – Missing Controlled Medicines from CHHS Theatres	30 July 2014	Partial release	Schedule 2, section 2.2 (ii)	Yes
19	34-35	Email – Patients Own Medications Anomalies	26 June 2014	Partial release	Schedule 2, section 2.2 (ii)	Yes

19						
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Varghese, Shallwin (Health)

From: Fitzsimons, Michael (Health)
Sent: Friday, 6 July 2018 1:42 PM
To: Varghese, Shallwin (Health)
Subject: FW: Discrepancy of S8 Liquid

Hi Shallwin,

Could you please follow this up with TCH pharmacy.

Thanks

Michael

Michael Fitzsimons | Deputy Chief Pharmacist

Phone: 02 6205 0998 | Mobile: [REDACTED] | Email: michael.fitzsimons@act.gov.au

Health Protection Service | Population Health Protection and Prevention | ACT Health | ACT Government
 25 Mulley Street, Holder ACT 2611 | health.act.gov.au/hps

From: Margison, Stuart (Health)
Sent: Monday, 2 July 2018 10:16 AM
To: Fitzsimons, Michael (Health) <Michael.Fitzsimons@act.gov.au>
Subject: FW: Discrepancy of S8 Liquid

Hi Michael,

Please see below. The risk man has not yet come through to me.

Many thanks and kind regards,

Stu

Adjunct Associate Professor Stuart Margison

Director of Pharmacy

The Canberra Hospital and Health Services

Phone: 02 6244 2121

Fax: 02 6244 4624

Mobile: [REDACTED]

E-mail: stuart.margison@act.gov.au

Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au

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From: Jones, Amy (Health)
Sent: Sunday, 1 July 2018 12:34 PM
To: Margison, Stuart (Health) <Stuart.Margison@act.gov.au>
Cc: Gallagher, Clare (Health) <Clare.Gallagher@act.gov.au>; Hoban, Vanessa (Health) <Vanessa.Hoban@act.gov.au>
Subject: Discrepancy of S8 Liquid

Hello Stuart,

My name is Amy Jones and I am the level 2 TL that was working over the weekend on [REDACTED]

We have just had a Discrepancy with our S8 Liquid. When finishing a bottle of Oxycodone Liquid and commenting a new bottle we are 21mls short. Which is more than the 4% allowance. I have also made a note in the relevant S8 Book surrounding this discrepancy.

We corrected the count in the book as we now have only 1 full bottle of 250mls and I have completed a riskman as per Pharmacy (I spoke with Mel) the number for the riskman is 765197.

Thank you for your time and for reviewing the riskman with my CNC Clare.

Kinds Regards

Amy Jones.

Varghese, Shallwin (Health)

From: Fitzsimons, Michael (Health)
Sent: Tuesday, 27 March 2018 4:02 PM
To: Varghese, Shallwin (Health)
Subject: FW: S8 count discrepancy [SEC=UNCLASSIFIED]

Here is the other one

Michael Fitzsimons | Deputy Chief Pharmacist
 Phone: 02 6205 0998 | Mobile: [REDACTED] | Email: michael.fitzsimons@act.gov.au
 Health Protection Service | Population Health Protection and Prevention | ACT Health | ACT Government
 25 Mulley Street, Holder ACT 2611 | health.act.gov.au/hps

From: Margison, Stuart (Health)
Sent: Monday, 19 February 2018 11:34 AM
To: Bevan, Vivien (Health) <Vivien.Bevan@act.gov.au>
Cc: Fitzsimons, Michael (Health) <Michael.Fitzsimons@act.gov.au>
Subject: RE: S8 count discrepancy [SEC=UNCLASSIFIED]

Hello both,

Sue Langdon is the CNC for the area. I've only just emailed Sue though with the incident number so I don't expect she has had an opportunity to review. There was no mention of suspicion of theft in the report. I'll let you know what they come back with, and will involve the police if we feel this is needed.

Many thanks and kind regards,
 Stu

Adjunct Associate Professor **Stuart Margison**
 Director of Pharmacy
 The Canberra Hospital and Health Services
 Phone: 02 6244 2121
 Fax: 02 6244 4624
 Mobile: [REDACTED]
 E-mail: stuart.margison@act.gov.au
 Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au
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From: Bevan, Vivien (Health)
Sent: Monday, 19 February 2018 11:29 AM
To: Margison, Stuart (Health) <Stuart.Margison@act.gov.au>
Cc: Fitzsimons, Michael (Health) <Michael.Fitzsimons@act.gov.au>
Subject: RE: S8 count discrepancy [SEC=UNCLASSIFIED]

Thanks Stu,

Please keep me updated as this investigation progresses. Has there been any suspicion of theft? A member of my team may wish to contact the relevant area about this- is there a preferred contact?

Viv



Vivien Bevan | Chief Pharmacist | Pharmaceutical Services
 Health Protection Service | health.act.gov.au
 T (02) 6205 0961 M [REDACTED]

Please note I don't work on alternate Wednesdays.

From: Margison, Stuart (Health)
Sent: Monday, 19 February 2018 11:22 AM
To: Bevan, Vivien (Health) <Vivien.Bevan@act.gov.au>
Subject: S8 count discrepancy
Importance: High

Hi Viv,

There has been a noted discrepancy with oxycodone liquid in ward [REDACTED]. Risk man number [REDACTED].
Excerpt from riskman: *Attending to routine S8 check at completion of pm shift and noted oxynorm liquid bottle looked lower than previous. No markings on bottle to check against so measured with sterile syringes under observation of RN Brunoro. S8 register states balance at 178.5 but measured at 93ml. Register corrected and after hrs CNC informed.*

I will email CNC as there doesn't appear to be an update from them.

Many thanks and kind regards,

Stu

Adjunct Associate Professor **Stuart Margison**
Director of Pharmacy
The Canberra Hospital and Health Services
Phone: 02 6244 2121
Fax: 02 6244 4624
Mobile: [REDACTED]
E-mail: stuart.margison@act.gov.au
Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au
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[REDACTED]

[REDACTED]

[REDACTED]

May, Danielle (Health)

From: Margison, Stuart (Health)
Sent: Monday, 19 February 2018 11:40 AM
To: Bevan, Vivien (Health)
Cc: Fitzsimons, Michael (Health); Brew, Susannah (Health)
Subject: S8 discrepancy at TCH pharmacy

Hello again,
It never rains- it pours.
There is discrepancy in the pharmacy safe- 3 vials Ketamine 100mg/mL

Risk man ID: [REDACTED]

Excerpt from Riskman: *3 vial of ketamine is unaccounted for. Best possible reason for this error is the stock was discarded into general waste in unlabelled black bag by a staff member (accidentally). Issue escalated to dispensary manager*

The pharmacist working in the safe finished up with us last Thursday. I've asked the dispensary manager to give them a call to discuss the incident and gather more information.

Is there a generic email that I should send these notifications? To both you and Michael?

Many thanks and kind regards,
Stu

Adjunct Associate Professor **Stuart Margison**

Director of Pharmacy

The Canberra Hospital and Health Services

Phone: 02 6244 2121

Fax: 02 6244 4624

Mobile: [REDACTED]

E-mail: stuart.margison@act.gov.au

Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au

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Varghese, Shallwin (Health)

From: Lalor, Daniel (Health)
Sent: Friday, 22 December 2017 5:17 PM
To: Pharmaceutical Services
Cc: Margison, Stuart (Health)
Subject: Missing Schedule 8 Medicine - TCH Pharmacy [SEC=UNCLASSIFIED]

Categories: To Action, Kapildev Parikh

Dear Pharmaceutical Services,

The Pharmacy Department at Canberra Hospital has a discrepancy in its register for Targin (oxycodone/naloxone) 2.5mg/1.25mg.

There is one tablet that is unaccounted for.

In reviewing this incident, staff recall hearing a tablet drop when counting the tablets this morning. No tablet can be found, but several worn foils of Targin were identified. It is possible that a tablet came loose from one of these strips.

An incident has been reported (number [REDACTED])

Any worn strip of Targin has been destroyed, preventing similar loss in the future.

It is not my belief that this medication has been diverted.

Kind regards,
Daniel

Daniel Lalor

Deputy Director of Pharmacy - QUM, Research and Education
Pharmacy, The Canberra Hospital and Health Services

Phone: [REDACTED]

Fax: 02 6244 4624

E-mail: daniel.lalor@act.gov.au

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May, Danielle (Health)

From: Margison, Stuart (Health)
Sent: Wednesday, 8 November 2017 4:34 PM
To: Bevan, Vivien (Health)
Subject: FW: Missing Alfentanil from theatres [SEC=UNCLASSIFIED]

Hello again,
Just an extra bit of info.

Kind regards,
Stu

Adjunct Associate Professor **Stuart Margison**
Director of Pharmacy
The Canberra Hospital and Health Services
Phone: 02 6244 2121
Fax: 02 6244 4624
Mobile: [REDACTED]
E-mail: stuart.margison@act.gov.au
Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au
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From: Pilloni, Sandra (Health)
Sent: Wednesday, 8 November 2017 4:23 PM
To: Margison, Stuart (Health)
Cc: Reeves, Kerri (Health)
Subject: RE: Missing Alfentanil from theatres [SEC=UNCLASSIFIED]

Hi Stuart

My apologies for not contacting you. The incident happened after 4pm (1838hrs) and I wasn't aware that you were not notified. I will in future call you myself as soon as I am aware of the incident. I will also re-educate my staff to ensure that you are notified of all missing S8/S4 drugs in my absence.

As I stated in the RISKMAN a thorough investigation was conducted.

I feel that potentially the drug could have fallen into the bin as the cupboard was full and the ampoules were loose. The bin was directly under the cupboard and the bags had been removed by the cleaners when the final count of the day was conducted. Staff were unable to locate the garbage bags to check.

Regards
Sandra

Sandra Pilloni

Clinical Nurse Consultant, Anaesthetics
Perioperative Unit

CNC Office: 02 6244 4218

Operating Theatres: 02 6244 2765
sandra.pilloni@act.gov.au



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From: Margison, Stuart (Health)
Sent: Wednesday, 8 November 2017 2:45 PM
To: Wood, Daniel (Health) <Daniel.Wood@act.gov.au>
Cc: Burns, Cathy (Health) <Catherine.Burns@act.gov.au>; Pilloni, Sandra (Health) <Sandra.Pilloni@act.gov.au>; Barr, Phoebe (Health) <Phoebe.Barr@act.gov.au>
Subject: FW: Missing Alfentanil from theatres
Importance: High

Hi Daniel,
 Just making sure you are aware of another missing S8 (as per below).

If you can please make staff aware of their reporting requirements.

Many thanks and kind regards,
 Stu

Adjunct Associate Professor **Stuart Margison**
 Director of Pharmacy
 The Canberra Hospital and Health Services
 Phone: 02 6244 2121
 Fax: 02 6244 4624
 Mobile: [REDACTED]
 E-mail: stuart.margison@act.gov.au
 Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au
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From: Margison, Stuart (Health)
Sent: Wednesday, 8 November 2017 2:41 PM
To: Bevan, Vivien (Health) <Vivien.Bevan@act.gov.au>
Subject: Missing Alfentanil from theatres
Importance: High

Hi Vivien,

On the 19th October 1 x 1mg amp of Alfentanil was missed from [REDACTED]. It was reported in risk man (ID [REDACTED]) but not reported to me to be able to escalate to you. My apologies that this is well past the 24 requirement. Investigations were conducted by the CNC.

Please let me know if there is any further information that you require.

Many thanks and kind regards,
Stu

Adjunct Associate Professor **Stuart Margison**

Director of Pharmacy

The Canberra Hospital and Health Services

Phone: 02 6244 2121

Fax: 02 6244 4624

Mobile: [REDACTED]

E-mail: stuart.margison@act.gov.au

Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au

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Johns, Natalie (Health)

From: Fitzsimons, Michael (Health)
Sent: Wednesday, 27 September 2017 11:05 AM
To: Johns, Natalie (Health)
Subject: FW: Re: Incident report on dexamphetamine defect supply from manufacturer_Calvary Hospital Public Pharmacy [SEC=UNCLASSIFIED]

Hi Natalie,

Could you please follow up on this for me.

Thanks

Michael

Michael Fitzsimons | Deputy Chief Pharmacist
 Phone: 02 6205 0998 | Mobile: [REDACTED] | Email: michael.fitzsimons@act.gov.au
 Health Protection Service | Population Health Protection and Prevention | ACT Health | ACT Government
 25 Mulley Street, Holder ACT 2611 | health.act.gov.au/hps

From: Bevan, Vivien (Health)
Sent: Tuesday, 26 September 2017 5:15 PM
To: Fitzsimons, Michael (Health) <Michael.Fitzsimons@act.gov.au>
Subject: FW: Re: Incident report on dexamphetamine defect supply from manufacturer_Calvary Hospital Public Pharmacy [SEC=UNCLASSIFIED]

Michael,

Please have Ops team review this report and take further action if required.

Regards



Vivien Bevan | Chief Pharmacist | Pharmaceutical Services
 Health Protection Service | health.act.gov.au
 T (02) 6205 0961 M [REDACTED]
 (Work days Mon-Thurs only)

From: [REDACTED]@calvary-act.com.au
Sent: Tuesday, 26 September 2017 2:37 PM
To: Bevan, Vivien (Health) <Vivien.Bevan@act.gov.au>
Cc: [REDACTED]@calvary-act.com.au
Subject: Re: Incident report on dexamphetamine defect supply from manufacturer_Calvary Hospital Public Pharmacy

Hi there,

I would like to report an incident in relation to dexamphetamine supply that occurred on Friday 22nd September 2017 at around 11 am. A new (sealed) bottle of dexamphetamine was opened to fulfil a ward request for 50 tablets of dexamphetamine for an inpatient. When the balance of the bottle was counted, there was only 49 tablets left in the bottle. The count was triple checked with a technician and 2 dispensary pharmacists, plus a search in the dispensary to make sure there was none lost during the repacking of the dexamphetamine tablets to the required quantity.

I made a phone call the Aspen pharmaceutical to report the above matter (Incident report [REDACTED]). The reported Dexamphetamine batch number #CL772; Expiry 10/2018.

I'm happy to be contacted if further information is required.

Thank you

Regards

[REDACTED]
Pharmacy Department



Public Hospital Bruce
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614

P: [REDACTED]
E: [REDACTED]@calvary-act.com.au
www.calvary-act.com.au

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Hospitality | Healing | Stewardship | Respect

Continuing the Mission of the Sisters of the Little Company of Mary

This email is confidential and may be subject to copyright and legal professional privilege. If this email is not intended for you please do not use the information in any way, but delete and notify us immediately. For full copy of our Privacy Policy please visit www.calvarycare.org.au.

Missing Dexamfetamine tablet from Calvary Public hospital pharmacy Dept.

Sequence of events (as per phone conversation with [REDACTED] 27/9/2017 – 11:20am)

1. Request for 50 tablets to ward.
2. To be distributed as 5 bottles of 10 tablets repackaged into plastic vials.
3. Only 12 plus 8 tablets opened in safe to use, therefore decision to use new bottle made to remain consistent with batch numbers.
4. Full bottle removed from safe by Pharmacist and given to dispensary technician to record batch and expiry date into i-pharmacy for labelling.
5. Full and still sealed bottle given to pharmacist to decant 10 tablets into each of the 5 bottles.
6. Upon counting remaining stock to balance register, noted only 49 tablets remained in bottle.
7. Pharmacist re-counted decanted tablets and correct.
8. Pharmacist re-counted remaining tablets and still only 49.
9. Pharmacist called upon a HP3 pharmacist to double check and confirmed the same.
10. Technician double checked and confirmed the same.
11. Checked surrounding floor, bin and table for any loose missing tablets. None found.
12. Nurse collecting decanted bottles of 10x5, also checked and quantity was right.
13. Confirmed with pharmacist there was no time the unopened dexamfetamine tablets were left unattended from pharmacist presence.
14. Pharmacist phoned Aspen and was advised that sometimes it happens that a bottle is missing a tablet. Incident report number given (#COM17/01260) for batch #CL772 and expiry 10/2018.
15. Aspen will not investigate further for a 1 tablet loss, only if larger numbers e.g. 10-20 are missing from a bottle.

Follow-up

No further follow up required. Calvary Public Hospital Pharmacy Department advised to ensure their controlled medicines register reflects a tablet is missing and that the matter has been reported to HPS and Aspen.

Return email notifying of this sent to reporting pharmacist and Director of Pharmacy.

[REDACTED]
HPS
27/09/2017

May, Danielle (Health)

From: Margison, Stuart (Health)
Sent: Thursday, 14 September 2017 8:57 AM
To: Fitzsimons, Michael (Health)
Cc: Bevan, Vivien (Health)
Subject: missing S8 medication

Importance: High

Hi Michael,

I have 2 further incidents of missing S8 medication:

- 1x 100microg amp of Fentanyl form theatres. Incident number [REDACTED]
- 1 x 10mg dexamphetamine tablet from [REDACTED] (as per previous email). Incident [REDACTED]

I'm still to receive an email from the CNC regarding these incidents.

Many thanks and kind regards,

Stu

Adjunct Associate Professor **Stuart Margison**

Director of Pharmacy

The Canberra Hospital and Health Services

Phone: 02 6244 2121

Fax: 02 6244 4624

Mobile: [REDACTED]

E-mail: stuart.margison@act.gov.au

Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au

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May, Danielle (Health)

From: Margison, Stuart (Health)
Sent: Tuesday, 11 September 2018 12:51 PM
To: Fitzsimons, Michael (Health)
Cc: Bevan, Vivien (Health)
Subject: Unaccounted S8 ins the pharmacy destruction register

Hi Michael,
 I can see Viv is out of office so addressing this to you.

Yesterday afternoon we destroyed a series of S8 that had been returned to pharmacy. Susie then went through the destruction register to reconcile. There are 10 discrepancies:

1. 17/2/16- methadone liquid x5x16mL
2. 29/6/16 Endone tabletsx12
3. 30/6/16 morphine 1mg/mLx125mL
4. 8/11/16- oxycontin 10mgx22
5. 18/11/16-morphine 5mgx5
6. 18/11/16-endone 5mgx5
7. 18/11/16-morphine 15mg/mLx1
8. 22/12/16 morphine 10mg/mL ampx2
9. 10/8/17 hydromorphone 1mg/mLx30mL
10. 18/7/18 oxycodone 5mgx10

I'm confident that these have been destroyed appropriately- either at the time of return or with another batch, and not recorded as destroyed.

There is a further incident,

1. 31/8/16 Oxycontin 80mg where it is recorded that 37 tablets were returned, but only 23 were available for destruction yesterday. I cannot explain this discrepancy.

I have just recorded these details in Riskman (risk man [REDACTED])

Please let me know if you need any further information.

Many thanks and kind regards,
 Stu

Adjunct Associate Professor **Stuart Margison**
 Director of Pharmacy
 The Canberra Hospital and Health Services
 Phone: 02 6244 2121
 Fax: 02 6244 4624
 Mobile: [REDACTED]
 E-mail: stuart.margison@act.gov.au
 Admin assistant: 02 6244 2121, pharmacyreception@act.gov.au
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From: Brew, Susannah (Health)
Sent: Monday, 10 September 2018 5:25 PM
To: Margison, Stuart (Health) <Stuart.Margison@act.gov.au>
Cc: Lane, Hamed (Health) <Hamed.Lane@act.gov.au>
Subject: S8 destruction

Hi Stu

Good news - we have now completed the back log of s8 destructions. With our change in process we should not get ourselves into this position again.

Bad news - I have counted 9 (10 but I think one I can resolve one) unaccounted for entries in the destruction register. I have flagged them and left the register in your office. There is also an entry where 37 tabs were written in but Hamed and I could only destroy 23.

Cheers
Susie

Varghese, Shallwin (Health)

From: Miller, Erin (Health)
Sent: Monday, 28 August 2017 12:29 PM
To: Pharmaceutical Services
Subject: Medication discrepancy 4A [SEC=UNCLASSIFIED]

Categories: Shallwin Varghese

Good morning

As per our conversation this morning I am notifying you of a discrepancy in the count for liquid hydromorphone of 36.5ml (from a bottle of 473ml). I don't believe that this is an issue with staff diverting the drug. I think that it relates to the way we dispense the medication.

A Riskman was logged on 22/8 and no errors in the count were found on review of the log.

It is being caused by our inability to measure the liquid accurately as there are no increments on the bottles and when we dispense the drug there is no cap on the bottles and we need to pour it into medication cups to dispense it losing a small amount of medicine every time.

I will email main pharmacy to see if the drug can be decanted into bottles with measurement gradients on the side and a dispensing cap.

Thank you

Erin Miller

Acting CNC Medical Oology 4A

Office: 6174 8608

Mob: [REDACTED]

Email: erin.l.miller@act.gov.au

Varghese, Shallwin (Health)

From: Parikh, Kapildev (Health)
Sent: Monday, 17 July 2017 9:13 AM
To: Varghese, Shallwin (Health)
Subject: FW: Report of missing S8 medication from Ward [REDACTED] Calvary Bruce Private Hospital (CBPH)

For noting and appropriate filing please. Thank you.

**Kapildev Parikh**

Senior Pharmacist | Pharmaceutical Services
 Health Protection Service | Population Health Protection and Prevention | ACT Health
 25 Mulley Street Holder ACT | Locked Bag 5005 Weston Creek ACT 2611
 T 02 6205 6958 | E kapildev.parikh@act.gov.au | Website |

From: [REDACTED]@calvary-act.com.au]
Sent: Friday, 14 July 2017 5:12 PM
To: Kelly, Paul (Health)
Cc: Parikh, Kapildev (Health); [REDACTED] (Calvary); [REDACTED] (Calvary); [REDACTED] (Calvary)
Subject: Report of missing S8 medication from Ward 6E, Calvary Bruce Private Hospital (CBPH)

Dear Dr Kelly,

Report of missing S8 medication from Ward [REDACTED], Calvary Bruce Private Hospital (CBPH)

Incident:

- On Tuesday 11 July 2017 a discrepancy was identified in the Controlled Medicine count on Ward [REDACTED]
- One Targin (oxycodone/naloxone 10/5mg) tablet is unable to be accounted for

Summary:

- At 0650hrs on Tuesday 11 July 2017 two Registered Nurses conducted a Controlled Medicine count and recorded in the Drug Register – 57 tablets of Targin 10/5mg “checked and correct”
- At ~1400hrs two Registered Nurses commenced a Controlled Medicine count and found that there were 56 tablets of Targin 10/5mg (2 sealed boxes of Targin 10/5mg and one box with one empty blister sheet – total 56 tablets), there was no record of Targin 10/5mg being dispensed since prior check
- At ~1530hrs CBPH After Hours Hospital Manager (AHHM) was informed by Ward [REDACTED] staff that there was a discrepancy in the Controlled Medicine count
- AHHM and Ward [REDACTED] staff checked the medication safe and confirmed there were 56 tablets present
- The medication room and medication safe were searched
- The missing tablet was not located
- The Drug Register was amended to record 56 tablets “balance corrected” at 1610hrs

Actions taken:

- On Tuesday 11 July 2017 at ~1730hrs, AHHM reported discrepancy to Ms [REDACTED]
- On Wednesday 12 July 2017 [REDACTED] commenced an investigation
- At ~1530hrs [REDACTED] and [REDACTED] reviewed the medication safe, medication room, Drug Registers and patient medication charts and were unable to identify the missing medication
- At ~1535hrs [REDACTED] reported the missing medication to Mr Kapil Parikh, ACT Chief Pharmacist
- At ~1630hrs [REDACTED] reported the missing medication to ACT Policing, as per CBPH policy (Ref: [REDACTED] no. 21142, Belconnen Police)

[REDACTED] investigation findings:

- “There were four staff directly involved in the incident as they are the nurses who did the morning and afternoon shift S4 & S8 drug count checks and discovered the discrepancy.

- I have written statements from two of them & the AHNM on duty for that shift summarising the incident. I am still waiting for statements from two more nurses.
- Consultation was done with all staff directly involved in the count for the S8 drugs during handover times on the 11th July. The AHNM on duty at the time of the incident did a complete check of the medication cupboard and medication room in an attempt to locate the missing tablet.
- On 12 July @ 1530 hrs myself and the [REDACTED] did a review of the medication administration during the morning shift to confirm that there was no medication recording error.
- Review of the medication charts and S8 medication book for Targin 10/5mg did not disclose any medication administration or count error.
- After the preliminary investigation and studying the staff statements, I am of the opinion that the tablet has fallen out of the original packaging as it was not intact when the morning shift count was done."

Outcome:

- Ward [REDACTED] staff have been reminded of:
 - o the requirement for vigilance in handling of S8 Controlled Medicines
 - o responsibilities under the *Medicines, Poisons and Therapeutic Goods Act 2008*, and
 - o reporting responsibilities per CBPH Controlled Medicines (Schedule 8 drugs) Medication Management Procedure

Please contact me if you require any further information.

Kind regards,

[REDACTED]
Private Executive



Bruce Private Hospital
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614

[REDACTED]
[REDACTED]@calvary-act.com.au
www.calvaryactprivate.org.au

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Varghese, Shallwin (Health)

From: [REDACTED]@epicpharmacy.com.au>
Sent: Monday, 8 May 2017 1:39 PM
To: Pharmaceutical Services
Cc: [REDACTED]
Subject: Reporting of an incident involving controlled drugs

Categories: To Action, Shallwin Varghese

Dear Chief Health Officer (ACT)

I am writing to you to officially report an incident involving controlled drugs at Epic Pharmacy, Calvary John James Hospital in Deakin (173 Strickland Crescent, Deakin 2600).

This matter involves the incorrect stock quantities of two controlled drugs, ketamine 200mg/2ml ampoules (Ketalar brand) and fentanyl 500mcg/10ml ampoules (GH brand). The following table outlines the details.

Controlled drug	Physical quantity	Drug register quantity	Discrepancy	Date discrepancy found	Last checked and correct
Ketamine 200mg/2ml	35	40	-5	Monday the 1 st of May 2017	Wednesday the 19 th of April
Fentanyl 500mcg/10ml	255	250	5	Monday the 1 st of May 2017	Wednesday the 26 th of April

I believe the error was as result of a picking error (ie supplied a box of ketamine in place of fentanyl) and not of any malicious intent.

The steps taken in attempt to rectify the discrepancy has involved checking of all invoices and requisitions to ensure correct quantities received and supplied since the last checked and correct. I have also contacted the relevant managers and staff of our theatres and clinics who receive these products and have been informed that there has been no reported differences. It is possible that the quantities entered into the registers in theatres or clinics may have been based on physical stock received, not according to the requisition forms sent from the pharmacy.

In order to confirm those quantities, I have requested the recipients to provide the amount of ketamine and fentanyl received between the days 19th of April and 26th of May. Quantities have been confirmed with some locations but I am still waiting to hear back from others.

In order to meet the incident reporting requirements of 7 days from the incident found, I am reporting this matter before further follow up. Should the matter resolve, I will contact you again to notify you of the details.

To prevent this type of incident happening in the future, all controlled drug orders will undergo a second check by another pharmacist before release.

I have discussed this matter with a HPS pharmacist Kapil. Should you need further details, please do not hesitate to contact me.

Sincerely yours,



Epic Pharmacy John James



@epicpharmacy.com.au

epicpharmacy.com.au



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May, Danielle (Health)

From: [REDACTED] (Calvary)
Sent: Friday, 16 December 2016 3:18 PM
To: Fitzsimons, Michael (Health)
Subject: FW: Missing Dilaudid ampoules

[REDACTED]
Pharmacy Department



Public Hospital Bruce
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614

[REDACTED]
[REDACTED]@calvary-act.com.au
www.calvary-act.com.au

From: [REDACTED]
Sent: Friday, 16 December 2016 10:30 AM
To: 'Fitzsimons, Michael (Health) (ACTGOV)' <Michael.Fitzsimons@act.gov.au>
Subject: Missing Dilaudid ampoules

Hi Michael,

I am sending you this e-mail as a notification of a discrepancy of 5 ampoules of hydromorphone (Dilaudid) 2mg/mL in the Pharmacy stock balance at Calvary Public Hospital.

Upon opening an original shrink wrapped outer of 6 boxes received from the wholesaler, we found one sealed box of 5 ampoules to be empty. The box has not been tampered with. It is completely sealed....it just has nothing in it.

I have so far been unable to speak to anyone at Mundipharma, the manufacturer, but have left a message.

We have adjusted the balance in our register and made the appropriate notation.

Regards,

[REDACTED]
[REDACTED]
Pharmacy Department



Public Hospital Bruce
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614

E: [REDACTED]@calvary-act.com.au
www.calvary-act.com.au

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Parikh, Kapildev (Health)

From: Fitzsimons, Michael (Health)
Sent: Monday, 16 June 2014 8:53 AM
To: Parikh, Kapildev (Health)
Subject: FW: Patient's Own Schedule 8 anomalies

Importance: High

Hi Kapil

Could you please have a look into this one for HPS.

I am not sure what they are meaning by "patient own" drug register as well

Please contact Stuart Margison in the first instance to see if TCH pharmacy has investigated.

Regards

.Michael

Michael Fitzsimons | A/g Chief Pharmacist
 ph. 02 6205 0961 | mob. [REDACTED] | fax. 02 6205 0997
Pharmaceutical Services
Health Protection Service
 Locked Bag 5005 Weston Creek ACT 2611



From: van Meurs, Marian (Health)
Sent: Friday, 13 June 2014 5:49 PM
To: Fitzsimons, Michael (Health)
Cc: Margison, Stuart (Health); Reid, Barbara (Health); Cerato, Jennifer (Health); Wood, Daniel (Health)
Subject: Patient's Own Schedule 8 anomalies
Importance: High

Miriam Lawrence@act.gov.au
Deputy director of pharmacy

23/6/14
10 AM

Dear Michael,

I am writing to inform you of the discovery of several Schedule 8- Endone 5mg tablet anomalies from the "Patient's Own" Drug Register and locked cupboard on Ward [REDACTED]. [REDACTED] was admitted on [REDACTED] and 16 x 5mg Endone were counted and signed in by RN [REDACTED] and RN [REDACTED] at [REDACTED].

On discharge the 16 x 5mg Endone tablets were not found.

A thorough search of all medication cupboards was conducted and the Endone tablets were not found.

Please note that a quantity of 19 x 20mg Oxycontin tablets remained in the labelled patient's own green plastic bag. On further investigation of other medication logged into the Patients Own Register and cupboard found that Endone 5mg x 28 tablets belonging to [REDACTED] were also missing.

These medications were logged in on the [REDACTED] and the patient was discharged without his own medications. All 28 Endone 5mg tablets are not with the rest of his medication. The patient label which sealed the green plastic bag was broken.

I have informed the ED of the Division of Surgery and Oral Health. The Acting Chief Nurse

I have record of all staff who have worked on [REDACTED] on the [REDACTED]

I paged the ward pharmacist Jules, but have not had a reply.

I have reported the incidents to Stuart Margison (Director of Pharmacy) discussed the course of action which I have completed.

Ward staff have reported the incident via Riskman reporting system [REDACTED]

I have reported the missing medication to the AFP-Job number [REDACTED] through [REDACTED] Team Member of ACT Police Operations.

All surgical wards have been directed audit their Patient's Own Registers and Cupboards and report any anomaly to me before COB.

I will follow up on Monday with the Ward CNC and CDN (both of whom are on days off).

I have supported the Acting Charge Nurse Stephanie Laperot-Simiette through the process.

Please don't hesitate to contact me if you seek clarification on any of these concerns.

*Marian van Meurs
Acting ADON (Surgical Wards)
Division Surgery, Oral Health & Imaging
Level 2, Building 24
Canberra Hospital & Health Services*

Telephone 45091

Mobile [REDACTED]

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Beardmore, Renae (Health)

From: Parikh, Kapildev (Health)
Sent: Friday, 17 July 2015 10:55 AM
To: Beardmore, Renae (Health)
Subject: FW: Incorrect Oxycodone Balance

Kapildev Parikh | Pharmaceutical Inspector
 ph. 02 6207 5474 | mob. [REDACTED] | fax. 02 6205 0997
Pharmaceutical Services
Health Protection Service
 Locked Bag 5005 Weston Creek ACT 2611



From: Lalor, Daniel (Health)
Sent: Thursday, 16 July 2015 4:49 PM
To: Parikh, Kapildev (Health)
Subject: Incorrect Oxycodone Balance

Dear Kapil,

It has been brought to my attention that the balance of oxycodone 5mg tablets (Endone) in the Intensive Care Unit is 10 tablets less than expected.

This incident has been reported through Riskman (incident ID 519273).

On Tuesday morning at shift change, the balance of the oxycodone 5mg tablets was 68, when the register indicated that 78 should be present.

A search of the area was conducted, but the stock was not found.

A review of all transactions in the register indicated that the count had been correct that morning when oxycodone was administered to a patient. There were no transactions involving any controlled medicine between that time and when the safe was counted.

The team leader from the night shift was contacted but neither they, nor other staff could confidently say who had been holding the keys to the safe during the morning.

At this point, I would like to point out this discrepancy. I will follow up with some of the staff involved when possible and see if I can obtain further details.

Please let me know whether this needs to be notified to the police or others - I cannot find clear guidance in the regulations.

Please contact me if you would like any further information or clarification.

Kind regards,
 Daniel

Daniel Lalor
 A/g Director of Pharmacy
 Deputy Director of Pharmacy - QUM, Research and Education
 Pharmacy, The Canberra Hospital and Health Services
Phone: 02 6174 7106
Fax: 02 6244 4624
E-mail: daniel.lalor@act.gov.au

Bevan, Vivien (Health)

From: [REDACTED]@calvary-act.com.au
Sent: Tuesday, 13 January 2015 4:32 PM
To: Bevan, Vivien (Health)
Cc: [REDACTED]
Subject: Possible diversion of controlled medicine

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Vivien,
 Hope you had a nice festive break.

I wanted to inform Pharmaceutical Services of a potential case of diversion of Morphine in our [REDACTED] [REDACTED]. At 6.45am on 12th Jan, staff accessed a 10mg/ml vial from the safe for patient treatment, and found it was damaged and was dry/empty. The vial was reviewed today and there was consensus that the damage is somewhat suspicious and may have been tampered with. The alternative is that it was damaged during manufacture, transportation and/or storage.

The Department CNC and I have reviewed all remaining stock of both S8 and S4D medications and found no other evidence of damage/tampering. We have also reviewed the drug registers to verify recent patient usage and to look for any suspicious entries and all records seem legitimate. The Department CNC is in the process of reviewing the staff roster for the shift when the incident was reported and will speak directly with staff involved as soon as possible. A senior Consultant within the Department (and with an interest in drug diversion) has offered to examine the vial further and potentially investigate replicating the damage.

Could you please advise if there is any further information you need at this stage or if this incident needs to be reported elsewhere. And what further, if anything, you would like to be informed of as our investigation continues.

Thanks for your help
 Emily

[REDACTED]
 Pharmacy Department



Health Care Bruce
 Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
 PO Box 254 Jamison Centre ACT 2614

E: [REDACTED]@calvary-act.com.au
www.calvary-act.com.au

*Discussed with [REDACTED]
 [REDACTED] 14/1/15. Internal
 investigation noted - NFA by
 HPS at this stage.
 Requested that outcomes
 of the investigation be
 provided to HPS.*

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Parikh, Kapildev (Health)

From: Bevan, Vivien (Health)
Sent: Monday, 1 December 2014 1:02 PM
To: Parikh, Kapildev (Health)
Subject: FW: Missing Endone

Kapil,

Could you please keep on the reported loss or theft file, and on any TCH hospital inspection file as appropriate. No further investigation necessary at this stage.

Thanks

Vivien Bevan

Chief Pharmacist
 Pharmaceutical Services
 Health Protection Service
 Locked Bag 5005 Weston Creek ACT 2611
 t. 02 6205 0961 | mob. [REDACTED] fax. 02 6205 0997
 (Work days Mon, Tues, Wed and Fridays only)



From: Margison, Stuart (Health)
Sent: Thursday, 27 November 2014 8:27 AM
To: Bevan, Vivien (Health)
Subject: FW: Missing Endone

Hi Viv,
 As per email below, we have "lost" 2*5mg Endone tablets.

Many thanks and kind regards,
 Stu

Adjunct Associate Professor **Stuart Margison**
 Director of Pharmacy
 The Canberra Hospital and Health Services
 Phone: 02 6244 2121
 Fax: 02 6244 4624
 Mobile: [REDACTED]
 E-mail: stuart.margison@act.gov.au
 PA: Wendy Frylink wendy.frylink@act.gov.au

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From: Miller, Alex (Health)
Sent: Thursday, 27 November 2014 8:25 AM
To: Margison, Stuart (Health)
Subject: RE: Missing Endone

Hi Stuart;

Thanks for following up.

As of this moment, no, there is no suspicion. No pattern of missing medication, no abnormal pain management issues, nothing that would lead me to believe this is anything other than an anomalous incident.

regards,

Alex Miller

Ag Clinical Nurse Consultant, PACU
 Perioperative Unit
 62443201/ operating theatres 62442765
alex.miller@act.gov.au

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From: Margison, Stuart (Health)
Sent: Thursday, 27 November 2014 8:22 AM
To: White, Debbie-Jane (Health)
Cc: Miller, Alex (Health)
Subject: RE: Missing Endone

Thanks Debbie.

Alex, is there a suspicion of theft from staff?

Many thanks and kind regards,
 Stu

Adjunct Associate Professor **Stuart Margison**
 Director of Pharmacy
 The Canberra Hospital and Health Services
 Phone: 02 6244 2121
 Fax: 02 6244 4624
 Mobile: [REDACTED]
 E-mail: stuart.margison@act.gov.au
 PA: Wendy Frylink wendy.frylink@act.gov.au

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From: White, Debbie-Jane (Health)
Sent: Wednesday, 26 November 2014 9:49 PM
To: Margison, Stuart (Health)
Cc: Miller, Alex (Health)
Subject: RE: Missing Endone

Hi Stu

We checked all other S8's at the time endone was identified as missing in case other oral tablets were given out by mistake. Nothing else was missing.

What do you mean by diversion? Perhaps Alex can answer this as I am now off for 2 days.

Kind regards

Debbie

From: Margison, Stuart (Health)
Sent: Wednesday, 26 November 2014 8:36 AM
To: White, Debbie-Jane (Health)
Cc: Miller, Alex (Health)
Subject: RE: Missing Endone

Thanks for letting me know Debbie, and for completing the risk man report.

A couple of quick questions

Have you completed a balance check for the other S8s in your safe?

Do you have any concerns about diversion?

Many thanks and kind regards,
 Stu

Adjunct Associate Professor **Stuart Margison**
 Director of Pharmacy
 The Canberra Hospital and Health Services
 Phone: 02 6244 2121
 Fax: 02 6244 4624
 Mobile: [REDACTED]
 E-mail: stuart.margison@act.gov.au
 PA: Wendy Frylink wendy.frylink@act.gov.au

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From: White, Debbie-Jane (Health)
Sent: Tuesday, 25 November 2014 7:30 PM
To: Margison, Stuart (Health)
Cc: Miller, Alex (Health)
Subject: Missing Endone

Hi Stuart

I am team leading in [REDACTED] this evening. We have 10mg of Endone missing.

Earlier this afternoon two staff members checked out 10mg of endone unnecessarily. It was witnessed as discarded. Later on staff went to check out endone and there was 10 mg missing. The staff that discarded the unnecessary endone remember putting the sheet of endone back in the cupboard with two endone left in the blister pack. We searched garbage bags, checked all the other oral drugs to ensure something else wasn't given out instead however we have been unable to find/locate or identify where it has gone.

I notified my CNC Alex Miller. I rang pharmacy to see what i needed to do in regards of the missing drugs. I will ensure a RISKMAN is complete as well.

Regards

Debbie White

RM [REDACTED]

Parikh, Kapildev (Health)

From: Fitzsimons, Michael (Health)
Sent: Wednesday, 30 July 2014 9:12 AM
To: Parikh, Kapildev (Health)
Subject: FW: Missing controlled medicines from CHHS theatres

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Kapil

Could you please handle this one for me.

Regards

Michael

Michael Fitzsimons | A/g Chief Pharmacist
 .. 02 6205 0961 | mob [REDACTED] | fax. 02 6205 0997
Pharmaceutical Services
Health Protection Service
 Locked Bag 5005 Weston Creek ACT 2611



*Rangy Monica Jones
 on 16/8/2014
 info on steps taken to
 improve system or
 prevent similar incidents
 in future.
 She will check up with
 relevant department and forward
 us information on it.
 Kevin Dine
 20/8/14*

From: Jones, Monica (Health)
Sent: Wednesday, 30 July 2014 8:44 AM
To: Fitzsimons, Michael (Health)
Subject: Missing controlled medicines from CHHS theatres

Dear Michael,

The nurse in charge of theatres at CHHS has reported missing controlled medicines:
 ntanyl 100mcg x 2 and midazolam 5mg x 1

The investigation has found that both medications were removed from the safe in preparation for a patient who did not require the therapy however they were not returned.

An incident report was lodged number [REDACTED]

We think it has been accidentally discarded in the clean up process. We are reviewing with the staff the number of processes that were not followed in the lead up to this incident.

Please let me know if you require any further information.

Kind regards,

Monica

Monica Jones
 Deputy Director of Pharmacy (Operations)
 The Canberra Hospital Pharmacy Department
 Ph: 02 62 442118

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Parikh, Kapildev (Health)

From: Lawrence, Miriam (Health)
Sent: Thursday, 26 June 2014 4:08 PM
To: Parikh, Kapildev (Health)
Cc: Margison, Stuart (Health); van Meurs, Marian (Health)
Subject: FW: Patients Own Medications anomalies
Attachments: Controlled Medicines (schedule 8 Drugs Of Dependence).docx; Patients Own Medications - Management Of.pdf; Section 9 of the PSM Act 1994.pdf; 9B SOP Staff Signature Record Sheet.docx

Importance: High

Dear Kapildev,

Sorry for the delay in this response. Please see below the steps taken and ongoing plan re the incident of missing 'patient's own' S8s.

Please contact me if you have any further questions,

Kind Regards,

Miriam Lawrence

Deputy Director - Clinical & Education,
 Pharmacy, Canberra Hospital and Health Services

Phone: 02 6244 2203

Fax: 02 6244 4624

Email: Miriam.Lawrence@act.gov.au

Days of work: Mondays, Tuesdays, Thursdays & Fridays

OUT OF THE OFFICE: Wednesdays



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From: van Meurs, Marian (Health)
Sent: Tuesday, 24 June 2014 6:19 PM
To: Lawrence, Tania (Health)
Cc: Lawrence, Miriam (Health); Wood, Daniel (Health); Jensen, Robert (Health); Margison, Stuart (Health)
Subject: Patients Own Medications anomalies
Importance: High

Hi Tania,

Following up on our conversation following the discovery of S8 Drug anomalies, I understand that the actions we have agreed on are:

- All nursing staff who worked between 5th-13th June will be interviewed by yourself and the CDN Rob Jensen
- A scripted process will identify the issue and inform staff of the consequences of the theft (reported to Chief Pharmacist, Chief Nurse and AFP)
- You will offer all staff the opportunity for self disclosure with the support of EAP and a clear understanding of you responsibilities in reporting to authorities
- A scripted set of questions around S8 medication legislation will be asked (please provide)
- All nursing staff will be required to read and sign off that they have read and understand the Controlled Medicines (schedule 8) SOP, Patient's Own Medication Management SOP and Section 9 of the PSM Act 1994
- All patients own medication will be returned to family on the day of admission (if this is not possible, they will be placed in the Pts Own Cupboard and Checked with the S8 checks at shift changes)
- The S8, S4 and Pt's Own drug cupboard keys will be independent of any other keys
- The S8, S4 and Pt's Own drug cupboard keys will be held by the Team Leader and identified in the daily work book
- Medication safety will be discussed at every ward meeting and staff will be informed of legislation through this formal channel
- A summary of your findings following the interview process will be provided to the ADON/DON/Director of Pharmacy
- EAP will be offered to staff through the interview process and at ward meetings

I have attached a copy of the various documents to support the facilitation of the actions-you will need to update the signature record.

Thank you for your support and your serious concern for legislation, patient welfare and staff.

Regards,

Maz

*Marian van Meurs
Acting ADON (Surgical Wards)
Division Surgery, Oral Health & Imaging
Level 2, Building 24
Canberra Hospital & Health Services*

Telephone 45091

Mobile [REDACTED]

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