



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 2 – HEALTH

BUDGET ESTIMATES 2024-2025

Supplementary questions

Portfolio Committee No. 2 – Health

Healthscope

Hearing: Thursday 27 February 2025

Answers due by: 5.00 pm Wednesday 26 March 2025

Budget Estimates secretariat

Phone (02) 9230 2991

BudgetEstimates@parliament.nsw.gov.au

BUDGET ESTIMATES 2024-2025

SUPPLEMENTARY QUESTIONS

Questions from Hon Chris Rath MLC (on behalf of opposition)
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Healthscope – Northern Beaches Hospital (NBH) Joe Massa

- (1) Where was the Paediatrics Consultant - Safak Goktogan for the entire time Joe was at the NBH 8.00am – 10.47am?
 - (a) Could you please provide the committee with a log of their rounds.
 - (b) Chronological timeline of as per their ward round notes:
- (2) How many patients where in Short Stay there on the 14th of September 2024?
- (3) What time did the Paediatrics Consultant - Safak Goktogan start and finish this round.
- (4) How many patients where there in fast track on the 14th of September 2024?
- (5) What time did Paediatrics Consultant - Safak Goktogan start and finish this round?
- (6) If there is a gap in time period i.e. Paediatrics Consultant - Safak Goktogan finished their rounds early – why did they not visit the Paediatrics ED room where Joe was?
- (7) Why was the Paediatrics Consultant - Safak Goktogan not included in the SAER report?
- (8) How long are the Paediatrics Consultant ward rounds meant to take across the 3 zones – fast track, short stay and ED?
- (9) Does Paediatrics Consultant - Safak Goktogan round times on 14th Sept 2024 at 8am – 11am align with standard time for ward rounds?
 - (a) If not, why? Please provide further detail.
- (10) Do Paediatric Consultants start their ward rounds in the same manner every time – e.g. Short Stay, Fast track and ED room last. Is this standard hospital protocol?
 - (a) If not, what is the discretion of the Paediatrics Consultant to make their decision?
- (11) Did the Paediatrics Consultant - Safak Goktogan see any patient in the Paediatrics ED room between 8am – 10.47am on 14/9/24?
- (12) Are there any electronic communications / notes between the Paediatrics Consultant - Safak Goktogan and the Paediatrics ED room regarding anything between the time of 8am – 10.47am?

- (13) How many Paediatrics Consultants were on shift at the Paediatrics ED department between 8am – 10.47am on the 14/9/24?
 - (a) Of these Paediatrics Consultants on shift in the Paediatrics ED department between 8am – 10.47am on the 14/9/24 what electronic communication/notes etc can you provide that confirms they were made aware of Joe Massa and his condition between 7am and 10.47am?
- (14) Were any of the Paediatrics Team at the NBH hospital - working outside of the Paediatrics ED room, aware Joe Massa and his condition between 7am and 10.47am on 14/9/24?
- (15) Who was the Nursing Unit Manager on between 7am and – 10.47am on the 14th September 2024?
 - (a) Can you confirm if there was a NUM?
 - (b) Were they aware of Joe and his condition – provide notes
 - (c) Did they make any decisions regarding his care?
- (16) If there was no NUM during 7am – 10.47am – why not?
 - (a) Is this normal NSW ED room staffing levels?
- (17) Can you confirm exactly what time Joe was moved to the resus room from ED and by who – name, role, function – was this Felicity Melville (Registered Nurse) – was there anyone else?
- (18) Did Felicity Melville (Registered Nurse) leave Joe unattended and not return until Cardiac Arrest, why did she leave? If Joe was unattended is this normal practice?
- (19) For the entire time period Joe arrived until prior Joes cardiac arrest at 10.47am in resus room– exactly how many and which NBH team members were present with him and providing care – not in another resus bed caring for another patient – giving Joe care specially – please provide their name, role, function and what care did they administer?
- (20) If no one administered care to Joe from the exact moment he arrived until 10.47am when he went into cardiac arrest – what care was meant to be administered to Joe as per the hospital protocol?
- (21) Does the hospital have CCTV or other electronic communications to validate who was in the resus room, what time actions occurred e.g. Joe taken to resus and who was with Joe in resus room?

- (22) Can this CCTV be viewed by an independent review and parents provided with a copy of the CCTV in waiting areas, ED and Resus room?
- (23) Please provide time stamp from CCTV of when father Danny Massa was admitted to the ED back end room to visit Joe Massa?
- (24) What is the NBH protocol for a paediatric patient sent to resus?
- (a) Please provide protocol steps
 - (b) Were these protocols followed?
 - (c) If not followed, why – what stopped the NBH team following protocol again?
 - (d) What alerts were given to the ED staff of Joe prior 10.46am – detail how, why, when
 - (e) If no alerts given, why not? Is this normal practice?
- (25) What was the ED Advanced Trainee Dr Tom Southworth at NBH for? – what model or area of ED medicine was he learning?
- (26) Does ED Advanced Trainee Dr Southworth have a log book of how many Paediatrics patients he had seen prior to Joe Massa?
- (a) If he has a log book, what is the amount and over what time period?
- (27) Who checks on the ability /capabilities of ED Advanced Trainee when working in Paediatrics to ensure the hospital is safe?
- (a) Was this followed, if so, how?
- (28) How long had the ED Advanced Trainee been working at NBH?
- (29) Dr Southworth failed to start basic life support on Joe at 10am when it was noted staff could not find a heartbeat – yet he was running the entire ED department without adequate supervision. Is this acceptable?
- (30) As of 14th September 2024 how long did Dr Tom Southworth have left of being an ED Advanced Trainee Doctor before becoming a Consultant?
- (31) When clinicians write up their notes at NBH Paediatrics ED Room - Do they typically use 'the in between the flags' system? This is a standardised chart that alerts clinicians to patients' deterioration. The notes on Joe Massa Medical Notes sent from the hospital are extremely substandard and the in between the flags chart has not been used and not included:
- (a) Why not?

- (b) Does this come down to money, training and IT?
 - (c) Why hasn't NBH implemented the NSW Health standard of in between the flags?
- (32) Please share the ED daily intake in terms of numbers across each day from 20th February until Friday 28th Feb 2025?
 - (33) Please share the ED daily intake in terms of numbers across each day 6th – 14th February 2025?
 - (34) Do you accept that the staff at Northern beaches hospital made profound errors of judgement repeatedly from 7am – 10.47am resulting in catastrophic consequences?
 - (35) CEO Tino La Spina - As CEO of Healthscope which runs Northern Beaches Hospital, what is their professional experience in the healthcare field?
 - (36) How can you guarantee that the health care offered in a PPP structure will always be the equivalent to what a public hospital offers given the catastrophic mistakes made in Joe's case?
 - (37) What do you say to the Northern Beaches community who have lost faith in the hospital to provide adequate and critical care?
 - (38) Many of the clinicians have written their notes retrospectively (latest being 9pm, 14th September – 10 hours after Joe's cardiac arrest) despite the ward being almost empty. This raises a red flag. Joe's mother and father have noted a varied timeline of events from 10.30am until 10.47am cardiac arrest where Joe and mother Elouise were left entirely unattended. Why are notes written 10 hours post cardiac event? would you agree this is entirely unacceptable?
 - (39) In the Critical incident SEAR report it identified safety culture issues. Do you think the nurses are underperforming because there is evidently a bad culture as a result of lower pay rates?
 - (40) Where any staff not rostered on, shifts cancelled on the 13th and 14th Sept 2024 that would have caused the Paediatrics ED room and NBH ED room understaffed?
 - (41) Was the Paediatrics ED Room correctly staffed as per NSW health standards on the 14th Sept between 7-10.47am.
 - (a) List what staff were in Paediatrics ED
 - (b) And what the guideline is – across all levels – nursing, registrars and consultants

- (42) How much will it cost to buy out Healthscope for the remainder of its contract - looking at the Emergency Department only and secondly in its entirety?
- (43) How much did Healthscope receive for the one day filming of Russell Crowe's movie earlier this month?
- (44) Since opening in 2018, how many times has Healthscope leased its facilities to a production company for profit and at what cost?
- (45) Please list the IT upgrades in detail you have committed to implementing since Joe's death?
- (46) Hospital staff say that the Telstra Health connection constantly drops out which is very concerning and impacts care delivery – please provide a comprehensive log of internet dropouts throughout 2024.
- (47) How much would it cost to discontinue with Telstra Health and set up Cerner FirstNet?
- (48) Staff have been trained in Cerner FirstNet and many are not familiar with Telstra Health – Adopting a new IT system with Cerner FirstNet will save lives and make the job of healthcare practitioners easier. Would you agree? Will you change to Cerner FirstNet?
- (49) Do you think it's appropriate to ask the Head of ED, Head of Nursing, NBH CEO to step down - ultimately, they are the key decision makers enforcing inadequate processes, staffing and protocols at NBH which we have seen tragically and systemically failed on so many levels.
- (50) Why was Joe Massa refused an IV drip?
- (51) Do you think RN Elayne Storc and Dr Tom Southworth should be suspended from working until a coronial inquiry concludes given their grave errors of misjudgement over a 4-hour period?
- (52) Do you think it's appropriate to ask the Head of ED, Head of Nursing, NBH CEO to step down - ultimately, they are the key decision makers enforcing inadequate processes, staffing and protocols at NBH which we have seen tragically and systemically failed on so many levels?
- (53) Dr Tom Southworth had no paediatric experience prior to working at Northern Beaches Hospital. How many ED Advanced Trainee Doctors have arrived at NBH without paediatric experience?
 - (a) Please provide a record across 2023-2025.