

# Entry Permit Holder Report

SafeWork SA

Application ID 19865530

Entry Permit Holder	
<b>Full Name:</b>	Rachael Williams
<b>Permit Number:</b>	ET-24-00842
<b>Union Represented:</b>	South Australian Salaried Medical Officers Association
Worksite Entered	
<b>Business Name:</b>	Modbury Hospital Emergency Department
<b>Industry:</b>	Other Health
<b>Address:</b>	Smart Road, Modbury SA 5092
<b>Date workplace entered:</b>	25 July 2024

I Rachael Williams am of the opinion that the PCBU has contravened the WHS legislation relating to:

	Alleged Contravention	More information	Was the contravention rectified?
PCBU Alleged Contravention 1	Inadequate facilities or access to facilities	The Modbury Hospital ED had been overwhelmed with presentations combined with significant access block. Workers stated they are inundated with up to and in excess of 120 presentations daily, explaining this is significantly more than staffing levels have accounted for. Patients are waiting in excess of 8 hours, sometimes up to 16 to be seen, with workers attending to patients in the waiting room because they were 'desperate'. At the time of the inspection there were around 9 to 10	No

		available beds in the ED with approximately 26 to 27 occupied by admitted patients waiting for a space on the ward. Workers described patients having to wait for days before getting moved onto the ward, trying to increase capacity by using the resus bays and other earmarked beds as well as bringing in chairs and utilising spaces such as the plaster room and other specialty areas to see patients. Workers described near miss incidents due to the wait times.	
PCBU Alleged Contravention 2	Inadequate facilities or access to facilities	Workers explained that when patients deteriorated on the wards they are often brought to the ED for immediate treatment and intervention. This adds to the bed block issues and the pressure felt in the ED.	No
PCBU Alleged Contravention 3	Not maintaining a safe work environment	The EPH observed 6 to 8 patients in beds lined along the corridor including one patient positioned under the waiting room television in full view of the public. The waiting room was full and the EPH witnessed patients being brought in and seated by SAAS, noting at the conclusion of the inspection that one of those patients had been moved onto a bed still in the waiting room. During the inspection three code blacks were called to the short stay unit, with patients often waiting days before being moved onto a ward. Workers stated that earlier in the day beds with patients had been lined down the airlock corridor blocking access to the resus doors and in an area with no visibility to staff. Workers have experienced aggression from patients and families and were told by the PCBU of an impending proposal from the PCBU for patients to be rapidly offloaded into the waiting room, describing the proposition as 'grossly unsafe'.	No
PCBU Alleged Contravention 4	Not maintaining a safe work environment	Workers were distressed and described been 6-8 hours behind in terms of clinical treatment, unable to meet clinical targets, and concerned regarding patient safety and undiagnosed medical conditions.	No

		Workers were under immense pressure due to the high demand, describing the situation as 'the worst ever' and 'terrible', expressing 'feeling like we are getting suffocated'. The EPH was advised of increasing resignations and FTE reductions due to the situation which was adding pressure and contributing to low mood and 'the lowest morale ever seen'. One worker explained they had experienced poor sleep and expressed 'every time you come in you don't want to be here', with another worker stating they no longer get job satisfaction and feel tired and frustrated. Workers were extremely concerned about the situation and attraction and retention of staff, fearing the situation will worsen.	
PCBU Alleged Contravention 5	Not maintaining safe systems of work	Workers advised the EPH of escalation procedures which should alert the PCBU to the situation and generate a response. Workers advised the EPH that they called a Code Assist around 9am that day, with no response from the PCBU. The EPH was further advised that a Code Assist has been called for 29 out of 30 days in June, with no response from the PCBU. Workers continue to harbour concerns for poor patient outcomes and continue to utilise escalation procedures. Just prior to the inspection the SA Health Emergency Dashboard showed 9 patients waiting to be seen and 10 patients waiting for a bed. Workers described the dashboard as 'bulls**t' stating it was regularly under recorded. Workers said plans were made from the dashboard and they tried to raise the under reporting issue with the PCBU many times. This was adding to the distress amongst workers.	No