

Complaint split between the NT Nursing Board of Australia and the HCSCC

Sally attended a hospital with wounds from an accident at home. After treatment in ED, Sally was discharged, with a view to her returning to the hospital outpatients for assistance managing her wounds.

Sally's wounds became so seriously infected that Sally was admitted to hospital for treatment. She believed that this occurred because Tom, the nurse tasked with dressing the wounds in outpatients, did not observe proper infection control procedures and did not advise Sally what she should do at home to avoid infection.

While in hospital, Sally stated that other nursing staff were unprofessional in the way they treated her. One nurse in particular, Jane, told Sally that it was her fault that she was injured and that her wounds had become infected. Sally was unwell at the time, and found this extremely upsetting.

The HCSCC consulted with AHPRA regarding the agency best suited to manage this complaint. It was agreed that the complaint about Tom would be managed by the Nursing Board because the complaint raised serious concerns about clinical practice (noting that this was a referral for assessment, and not a finding). The complaint about Jane was retained by the HCSCC for resolution, as was the more general complaint about quality of infection control.