We VALUE Nurses & Midwives

Australian Nursing & Midwifery Federation
NORTHERN TERRITORY

30th April 2025

Public Accounts Committee
Legislative Assembly of the Northern Territory
LA.PAC@nt.gov.au

Dear Committee,

Please see below submission from many NT public sector clinical nurses & midwives from around the Northern Territory. Everyone spoken to, did not have a kind word to say about the digital Medical Records system 'Acacia'.

RE: Inquiry into the Acacia Digital Patient Record System

REMOTE:

- Acacia is used by Doctor's and some remote area nurses (RAN). Agency RAN staff in remote do not have access to Acacia. ANMF NT are uncertain as to whether agency nurses don't have access to Acacia only in remote or whether this is NT wide.
- It is used mainly by Remote are midwives for discharge letters etc.
- Remote use 2 different systems. Besides Acacia, they have also used PICS, they cannot only rely on using Acacia.
- Acacia is definitely used for sourcing documents. It is meant to be the 'source of truth' for allergies over PCIS which is the remote NT system, for all clinics, to also be superseding PCIS. PCIS remains the primary system used by nursing staff. Agency staff do not have access to Acacia. There is a scope for error when 2 (two) incompatible systems are required to be used.
- Acacia is meant to be the better resource over PICS, but it is the other way around.
- Remote area nurses state that using 2 systems is a risk of missing something.
- Using Acacia is a risk for the patient, as it is not user friendly.
- It is used to print off labels for pathology. Which is not such an issue as RAN's can still write on the pathology tubes, if they don't have access to Acacia.

URBAN:

- Acacia is not a streamlined process and staff describe the system as being fraught with issues, posing significant risks to patient safety.
- When using Acacia, staff are constantly needing to log back in, which is a waste of time.
- Unable to view pathology, write notes or document on digitalised documents.
- Whenever updates happen there are always safety issues that add to the nursing workload on the ward floor (e.g. Date of birth not coming out onto the stickers/labels to be used for wrist bands, which is vital).
- Many nurses have had no training.
- Not user friendly.
- Should be easier for everybody to discharge patients, but not.
- Issues within Acacia, which were supposed to be fixed when rolled out in say Gove, prior to being rolled out at Royal Darwin Hospital, were not fixed.
- Emergency Dr's and nurses at RDPH decline to use this system until, either all the issues are fixed and rectified or a new usable system is implemented.
- Many more issues, that the nurses & midwives could of commented on, unfortunately did not have more time to comment.

Clearly there has been an enormous amount of money spent on this IT Medical Records Acacia system. According to all nurses / midwives spoken to about this, say it is a fraught system with many issues, and a risk to their patient's safety and to their own nurses/midwives registration.

Yours sincerely

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Branch Secretary

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