



Chief Executive Adjunct Prof Jackie Hanson

Dear colleagues,

It has been another very busy week across Metro North with continued strong demand. I want to thank you all for your work and for doing everything you can to keep patient flow moving. I will be attending the Queensland Clinical Senate meeting in July on transforming flow across the emergency, inpatient and community settings.

During these very busy times, a smile, a kind word, or an offer of help can change someone's day.

I was pleased to visit Redcliffe Hospital this week for the length of service recognition event. It was also good to see Redcliffe is embracing the readiness for ieMR go-live very soon.



Queensland Health Awards for Excellence

On Wednesday night Metro North swept the Queensland Health Awards for Excellence, with eight of our nine finalists winning or highly commended. It was an excellent demonstration of the innovative and patient focussed work happening across Metro North.

Congratulations to:

- Breast Cancer Intra-Operative Radiation Therapy (IORT) – Winner, Transforming health
- Pulmonary and Cardiac Telerehabilitation – Highly Commended, Transforming health
- Urban Indigenous Respiratory Outreach Clinic (UROC) - Joint Winner, Strengthening our patients' care
- Rapid access to community care (RACC) – Highly Commended, Strengthening our patients' care
- Implementation of the Comprehensive, High-dose Aphasia Treatment (CHAT) at the Surgical, Treatment and Rehabilitation Service (STARS) – Joint Winner, Embracing research and innovation
- Green Metro North – Sustainability Strategy 2021-2026 – Winner, Advancing sustainability
- Metro North – Transforming waste into sustainability – Highly Commended, Advancing sustainability
- Deadly Feet – Highly commended, Partnering with our consumers

Congratulations also to our finalist in the Digitising healthcare category, Dietitian First Gastroenterology Clinic – a statewide, virtual care model providing timely access to care, closer to home.

[See all the winners](#)



Metro North Research Excellence Awards

Nominations close next Friday for the Metro North Research Excellence Awards. We have a tight schedule for judging the awards so it is not possible to provide an extension to the nominations this year.

The Research Excellence Awards winners will be announced at the event in September, following the inaugural Metro North Research Summit.

[Nominate now](#)

Due diligence and workplace safety

Workplace safety is, first and foremost, about protecting our greatest assets - our people. Due diligence, in the context of work health and safety, means taking every precaution that is reasonable in the circumstances to protect the health, safety and welfare of all workers and others who could be put at risk from work carried out as part of our business functions.

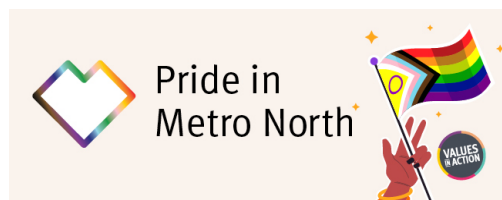
We all need to understand our responsibilities in exercising our responsibilities of due diligence as set out in the *Work Health and Safety Act 2011 (Qld)*. With that in mind, I encourage you all to take a proactive approach and familiarise yourself with the contents of the following links to ensure you clearly understand your responsibilities pursuant to the *Work Health and Safety Act 2011 (Qld)*.

[Due diligence factsheet](#)

[Accountability matrix](#)

Pride month

June is International Pride Month, when we celebrate diversity and resilience of the LGBTQIA+ community. We recognise the strengths of the community and the progress that has been made and recognise how far there still is to go.



Metro North is committed to providing a safe and inclusive environment for all employees and consumers regardless of their sex, gender, variations of sex characteristics or sexual orientation. Show your support attending a local Pride in Metro North event.

Find out more



Focus on the First Quarter

The majority of our services are focussed on caring for adults but more than a quarter of our patients are 25 and under. In the coming financial year, Metro North will celebrate the Year of the Child, Adolescent and Young Adult. We're calling it Focus on the First Quarter.

We'll be kicking off the year with a launch event on Monday 8 July at Victoria Park, Herston. There will also be an online option for those who can't attend in person.

The event will include a range of speakers and panels on the powerful impact of preventative health, early assessment and intervention and developmentally appropriate care on future healthcare utilisation. If you are able to attend in person or virtually, [please register](#).

Professor Leonie Callaway and I will hold a vidcast on 17 July to talk in more detail about the focus for the year.

Kind regards,
Jackie



Acting Chief People and Culture Officer
Raelene Burke

Have Your Say action groups

Since launching the [Metro North Health Employee Engagement Action Plan 2023-25](#), in direct response to the feedback received in the Have Your Say survey, there has been a lot of work going on behind the scenes to address the four key focus areas and the initiatives that sit under them.

We have had **five action groups kick off** in the last couple of months, with some really passionate, insightful staff members from across all streams and facilities getting involved in the co-design of outcomes on the following projects:

- Supporting people through leave
- Creating better career pathways for our admin and ops staff
- PDPs: How can we do these better?
- Leading by example – visible leadership
- Is our Values in Action Framework still fit for purpose?

I am the executive sponsor for two of these action groups (co-chaired with Louise Oriti and Louise O'Riordan) and can say it has been a great experience collaborating with Metro North people from all different career backgrounds, all with the common goal of improving our culture and workplace, ensuring Metro North Health is a great place to be.

Corey Fulcher from Metro North Mental Health has been taking part in the *Creating better career pathways for our admin and ops staff* action group and was happy to share his story on why he got involved – thanks for your teamwork and passion, Corey!

Corey Fulcher, A/Mental Health Program Development Officer

"I want to see a strengthening of the perception that administration staff are vital in support for delivering care for our consumers. Ideally, when starting a career in MN within administration, there is a framework, and professional leads to help nurture and develop our staff."



[Read Corey's story](#)

We are now **calling for expressions of interest** from staff to get involved in the remaining four action groups.

- A clear capability pathway – setting you up for success
- Metro North-wide mentoring program
- What does 'great support form an organisation' look like?
- Onboarding



We need your voice to help us co-design initiatives relating to the above – **please [get involved](#)**.

Update on workforce reform

Another huge piece of work underway that also links to our Have Your Say Action Plan, is workforce reform. **We have listened to what you've said** and are committed to addressing the valuable feedback you provided. We recognise the critical need for sustainable improvements in workload and staffing.

To drive these essential changes, we have invested in a new position, Director of Workforce Reform Coordination and recently appointed to the role, Donna Bonney.

Donna will work closely with People and Culture, Clinical Services and key internal and external stakeholders to address the workforce issues. The focus will be on delivering the initiatives outlined in our Workforce Reform Roadmap (more news on this soon) which has been co-designed with our Workforce Reform Community of Practice group, internal stakeholders and external partners, while also aligning with the [Health Workforce Strategy website](#).

Donna will facilitate transformational workforce changes to complement and enable necessary clinical and service delivery redesigns. A key priority for this role will be exploring innovative approaches to new care pathways and ways of working.

We are committed to making **meaningful changes that enhance our workforce capacity and**

capability to improve your work environment, and the care we provide for our community. I will keep you posted on our progress.



Acting Executive Director, Clinical Services **Assoc. Prof. Glen Kennedy**

Executive Director Research

Recruitment for the Executive Director Research has recently concluded, and I am pleased to announce that Professor Steven Lane is the successful candidate.

Prof Lane is senior clinical haematologist in Cancer Care Services, RBWH and has been Acting Executive Director of Research, Metro North Health since October 2023. He has received numerous awards including the CSL Centenary Fellowship, NHMRC Leadership Investigator Fellowship, 2022 Metro North Researcher of the Year and Don Metcalf Prize for stem cell research. He also holds significant grant funding from the National Health and Medical Research Council (MNMRC).

Prof Lane has an exemplary record in his treatment of patients and the education and training of Medical Students, RMOs, Registrars and other Metro North Health employees, and I offer my congratulations on his appointment and welcome his contribution to the role.

Innovation Showcase

Last Friday, Healthcare Excellence and Innovation hosted the Inaugural Metro North Innovation Showcase. We were joined by Bernard Curran – Metro North Board Chair, Jane Hancock - Chief Operating Officer, external partners such as the PHN, IUIH, Universities to name a few as well as colleagues from around Metro North who are passionate about driving innovation in our health service.

We celebrated our achievements over the last year such as the development of Rapid Access and Connected Community pathways, and enjoyed a panel discussion with representatives from Department of Health, external partners and consumers, demonstrating the importance of strong and effective partnerships. We also acknowledged the 1st anniversary of the HELIX Hub which was designed through several years of deep community consultation and 18 months of working groups involving staff and leaders from across all sectors.

I'm excited to share with you the [Metro North Innovation Strategy 2024 – 2026](#) which we launched at the Showcase. Aligned with MN32, the Metro North Health Service Strategy 2021-2026 and the Research Strategy 2023-2027, this strategy's goal is to advance healthcare delivery by simplifying processes for innovation, improvement and implementation within our Health Service.

This Showcase was the first step to addressing one of the pillars of our new Innovation Strategy – “Celebrate and Evaluate” and we hope to continue to shine a light on the collaborative innovative successes. If you have turned ideas into action, the HELIX Hub would love to hear from you, adding your submission to the [HELIX Hub Library](#). will allow others to discover actionable insights, proven methodologies and practical guidance to inspire their journeys. Email your ideas through to HELIXHUB@health.qld.gov.au.



Chief Allied Health Practitioner **Mark Butterworth**

Since launching the *Metro North Disability Services Action Plan 2024–2029* across Metro North Health in March 2024, we are delighted to be progressing with implementation and working to achieve the Actions and Key Performance Indicators across each of the 5 Target Areas:

1. Inclusion
2. Accessibility
3. Safety, Rights and Respect
4. Evidence, Research and Data
5. Improved Service Delivery

It is my privilege to establish and Chair the Metro North Health Disability Services Action Plan – Implementation Advisory Group, a passionate group of Leaders from across Metro North Health, who are leading implementation within the Directorates.

Most recently, we have published the Easy Read version of the Disability Services Plan, and we encourage you to review this.

[Read the plan](#)

We are committed to co-designing solutions with people with disability, including those within our workforce.

Metro North Health is seeking a representative for a current staff member with a disability to join the Disability Service Implementation Plan Implementation Advisory Committee.

The Committee met for the first time in April 2024, and intends to meet monthly until November 2024, with the possibility of extension.

The Committee is responsible for overseeing the implementation of Metro North's first Disability Service Action Plan 2024 – 2029 (the Plan). The purpose of the group is to facilitate the operational implementation of the Metro North Disability Services Action Plan 2024 – 2029 and develop and deliver the Actions and Key Performance Indicators (KPIs) as outlined in the plan. The group reports outcomes of the project through Metro North Allied Health Services to the Chief Executive, and the Metro North Health and Hospital Board.

If you are interested, please review the Expression of Interest and complete the nomination survey in the documentation.

There will be further opportunities for interested staff to contribute and co-design solutions as the plan implementation progresses.

If you have any further questions or feedback, email: MetroNorth-Disability@health.qld.gov.au

[Expression of Interest](#)



Executive Director, Research
Professor Steven Lane

Metro North Research is committed to developing integrated research career pathways that will allow us to retain, train and attract a world class research active workforce. Our Pre-Research Higher Degree (RHD) Scholarships enable clinicians to further develop their research plan, methodology and supervision plans, with the goal of achieving enrolment in a Research Higher Degree (Doctor of Philosophy (PhD) or Masters of Philosophy (MPhil)) by 31 December 2025.

We are very pleased to announce eight recipients of the Metro North Health Pre-RHD Scholarships in 2024. Congratulations to all.

Mr Timothy Cousins, Senior Psychologist, Caboolture Hospital and TPCB

Research Topic: Schema Therapy and Functional Neurological Disorders

Miss Nathalie Collins, Senior Occupational Therapist, RBWH

Research Topic: Consumer co-designed Occupational Therapy clinical pathways for acute care of pelvic exenteration patients

Ms Sarah Fitzhenry, Advanced Physiotherapist, COH

Research Topic: Clinical decision making for strength training after stroke; supporting the understanding of the spectrum from force production to power generation

Mrs Laura Donnelly, Senior Physiotherapist, RBWH

Research Topic: Cough and secretion management in Motor Neuron Disease

Mrs Catherine O'Brien, Nurse Researcher, RBWH

Research Topic: Optimal Midline Catheter Insertion Site and Final Tip Placement

Dr Tony Lian, Medical Intern, RBWH

Research Topic: DrumBeat.ai: Artificial intelligence to triage ear disease in Aboriginal and Torres Strait Islander people living in rural and remote areas

Ms Rhiannon Young, Dietitian, RBWH

Research Topic: Person-centred nutrition care in patients undergoing palliative cancer treatment

Mr Timothy Lowry, Statewide Program Coordinator, Metro North Mental Health

Research Topic: Community forensic mental health and risk management



Executive Director,
Sustainable Assets and Infrastructure
David Walker

Sustainability and climate resilience

Green Metro North continues to lead a range of initiatives to reduce emissions and waste and increase sustainability and climate resilience across Metro North.

One initiative is implementation of a Hospital Sustainability Toolkit developed by Doctors for the Environment and the University of Melbourne, adapted from the NHS Sustainability Quality Improvement (SusQI) framework. The toolkit includes a range of quality improvement actions including governance committees, data collection and reporting, cost benefit analysis, staff education and working groups. This will provide a significant opportunity for staff to participate in reducing waste and emissions from your work area. A Metro North [Green Teams](#) meeting will be held on 11 July where the implementation team will present on the Hospital Sustainability Toolkit and how it will work. Success of this initiative relies on a green workforce to participate in sustainability and this is a great opportunity to find out how you can be involved by emailing greenmetronorth@health.qld.gov.au with the subject GREEN TEAMS MEETING to register.

Green Metro North is also participating in the pilot implementation of the Australian Commission for Safety and Quality in Healthcare's new hospital accreditation module for Environmental Sustainability and Climate Resilience. This will provide great opportunity to contribute to the refinement of the module and prepare Metro North well for the future inclusion of this module in regular hospital accreditation processes. The pilot will commence in June and be completed by November 2024.

Crisis Stabilisation Facility modular buildings installed

Last Friday, we reached an exciting milestone with the last of the 20 modules safely installed by crane at the new Crisis Stabilisation Facility (CSF) overnight at TPCH.

The program to deliver and install the buildings was carefully coordinated with TPCH and St Vincent's staff and services, and QAS, as well as supporting services and external delivery providers which service the TPCH campus. The project team thanked everyone for the cooperation and assistance to work together through solutions for the delivery and install plan to be successful.

The next steps will be the onsite fit out and services connection before commissioning is completed and mental health services commence from mid September.

The new facility is set to improve potential gaps in emergency mental health care and the building project has been funded under the Better Care Together funding. The CSF will run adjacent to the Emergency Department will provide 24/7 crisis support as well as targeted care, including a short stay unit, where consumers are supported to stay up to 72 hours before receiving further in-hospital treatment or at-home support.



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We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built.
We also pay respect and acknowledge Elders past, present and the future.

Metro North
Health



Queensland
Government



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