

MESSAGE FROM THE ED REDCLIFFE HOSPITAL

Metro North Health

Cang Dang



Dear colleagues

It's been a big week at Redcliffe Hospital for a range of reasons. Things have definitely stepped up in tempo, as I'm sure everyone has noticed.

Winter has arrived, with the dual impacts of seasonal respiratory illnesses on our clinical workload and workforce. Thank you to everyone who has been flexible this week in postponing non-essential meetings and training so that we could focus on delivering patient care.

Thank you also to everyone who came together to overcome unexpected challenges, like that Code Yellow on Wednesday morning when our water supply was temporarily interrupted.

At the same time, this week, we were able to enjoy a delicious Staff BBQ (right) thanks to QSuper, part of Australian Retirement Trust, and we welcomed a new cohort of staff to the hospital for their Orientation on Monday and Tuesday.

Matt Wharton and the team ran 14 Models of Care and Service Delivery Workshops, with representation from clinical and non-clinical leaders and teams. More of those first-round workshops will be held next week. Things are looking good for those plans to be drafted by the end of August.

And, in case you missed it, our Apology for Stolen Wages [received the public attention](#) it deserves. I encourage everyone to read what [Aunty Lesley Williams](#) has to say there about why the event was so important.



Got a question or suggestion for the Redcliffe Hospital Executive Director?

[CLICK HERE TO ASK CANG](#) ?

One of the questions I received from a staff member this week was how, as a hospital, we can do more for our patients and their families.

The answer starts with a willingness to listen to what our patients and consumers have to say and requires the ambition to provide them with better care.

Part of providing safe and quality care is accepting that there will always be areas for improvement. Listening to our patients and consumers is the best way to find those valuable and genuine opportunities to improve the patient experience. It requires us to be open, to listen, and to put into practice what we learn from patients and consumers to inform the way we design and provide care.

Being a health worker means being committed to continual improvement. Being a good hospital means making the most of those opportunities to improve.

I'll have more to say about how we can listen to our patients and consumers more in the weeks and months ahead. That discussion will include looking at the training and support our front-line staff receive to make sure they're as equipped and supported as possible when responding to challenging clinical situations.

Also this week, I want to thank Urology for inviting me to their joint team meeting, and for our rich discussion there. I appreciated the opportunity to hear more about their patients, their service, and their good ideas and suggestions.

I am keen to attend more team meetings like this - please let [Susan Ward in my office know](#) when I can join one in your area.

Countdown to ieMR

Redcliffe Hospital is less than two weeks away from ieMR going live. That means there are just a few days left for staff to complete any [outstanding training](#).

Our go-live will be staggered, meaning different parts of the hospital will switch over across a seven-day period.

I encourage everyone to check the [ieMR go-live sequence](#) to see when each area will start documenting in the ieMR.

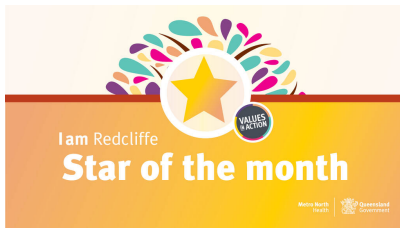
ieMR downtime kits and yellow folders have been delivered to the Education Centre for distribution to work areas. If you have not yet participated in a downtime dress rehearsal or in-service, or are unaware of when either of these will be occurring for your area, please speak to your line manager.

The ieMR Downtime Viewers (DTVs) have now been installed across all relevant services. The ieMR downtime kits and DTVs are business continuity resources designed to assist in the event of a reduction in system functionality or downtime.

If you're uncertain about how go-live will work in your area, please talk to your line manager.



Star of the Month - Oncology Pharmacy Team



Congratulations to the Redcliffe Hospital Star of the Month for May, our Oncology Pharmacy Team. The team was recognised this month for its positive and can-do attitude.

Well done to the other nominee for this month's award, Carolyn Crawford.

Unfortunately, we weren't able to make the Star of the Month announcement at our usual Staff Forum on Thursday, but we'll make sure the winner's photo goes up on the honour board in the hospital foyer soon.

A reminder too that nominations [close tomorrow](#) for the June award.

Redcliffe Hospital Staff Excellence Awards

Nominations are rolling in for this year's [Redcliffe Hospital Staff Excellence Awards](#).

So far, we've received around 60 nominations across the eight categories - with around half for the *Values in Action* and *People Focus* categories. If you're considering putting in a nomination, please look at all the award categories - you can nominate someone for more than one award.



This week, I'd like to talk about the *Excellence in Integrated Care* category - which celebrates collaborations with healthcare partners outside the hospital to better connect care for our community.

This award went to the Allied Health team (below) last year, recognising how their many services had expanded to deliver more patient care. The year before, we recognised Security for their work across the hospital, enabling safe patient care for everyone.



This year, we look forward to celebrating another colleague or team for their work in building partnerships that promote equitable access to services for everyone.

If you haven't made a nomination for the Integrated Care award, [click here now](#).

Our awards are proudly sponsored by QSuper, part of Australian Retirement Trust.

Making it Count More

We're at the end of the *Making it Count More* campaign, which has provided around 20 tips for clinicians on improving the accuracy of clinical records and ensuring the hospital receives all the activity-based funding we're entitled to.

The final *Making it Count More* tip is:

'Fall without injury' - If admitted after assessment (no injury), the PDx should be reason for admission. Do not just write "fall".

Examples:

Recurrent Falls, old-age debility, Progression of Parkinson's Disease.



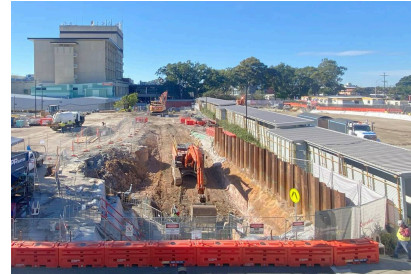
This may be the end this campaign, but our efforts will never stop.

Find out more about how you can *Make it Count More* from [Health Information Services](#) on 3883 7295.

Lastly this week, keep an eye out in the next few days for the arrival of the first of two piling rigs on the Redcliffe Hospital Expansion construction site.

The rigs will be used to dig the 180+ piles needed to form the foundations of the new Clinical Services Building.

Good news too, because the rigs will use an auger technique when pile-driving, which is one of the quietest ways to do this work, noise should be kept to a minimum.



Cang Dang
Executive Director, Redcliffe Hospital

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