



Dear colleagues

ieMR will go live at Redcliffe Hospital next Wednesday.

When we go live, it will be a historic milestone for Redcliffe Hospital. We will join public hospitals around Australia that have gone digital and have moved away from paper-based systems.

The final go or no-go assessment was made on Wednesday afternoon. Following that green light, on Thursday, we welcomed eHealth Queensland Deputy Director-General Dr Tanya Kelly to make her own assessment of our readiness and preparations.

Dr Kelly spent time with clinical areas (right), including the emergency department, maternity, and operating theatres. Thank you to everyone involved there for their time, and for their candour.



In her debrief to our Senior Leadership Team, our Health Service Chief Executive Dr Kelly thanked hospital staff for their collaborative work and noted how so many people had leaned into the change and the training.

Dr Kelly advised that she and the eHealth team had a high level of confidence of Redcliffe's iEMR readiness for our planned go live next Wednesday.

Dr Kelly's parting comments to me yesterday were that she was **'super impressed by the Redcliffe team'**. Well done and thank you all for your ongoing hard work in this space.

When ieMR goes live next week, lots of support will be available. Please don't feel alone, and if you need help, make sure to reach out. Super Users and ieMR Project Floorwalkers will be available to provide at-the-elbow assistance. They'll be easy to spot wearing blue vests.

Anything that a Super User or Floorwalker can't resolve can be escalated by calling the 24/7 Digital Command Centre hotline: 1800 921 342.

One observation made this week was that some staff have been trying to get a head start and logging into the system before going live.

Please do not attempt to log in or start documenting in the digital patient record until your area has gone live. Check the [go-live sequence](#) to see when that will be for your ward or work area.

People & Culture is also keen to remind everyone of their responsibility and obligations regarding access to patient information - the arrival of ieMR does not change the rules around [information access and privacy](#).



There's also the [DMN Digital Resources site](#) with Quick Reference Guides (QRGs), business continuity plans, and work instructions - all just a click away via the icon on all Metro North desktops.

Patient safety will be paramount throughout this transition. To manage this important aspect, Safety and Quality will run the Patient Safety Watch program in parallel with the go-live sequence. The program will operate in real-time to assist in identifying and escalating clinical risks or staff concerns during go-live and support staff in documenting clinical incidents and near misses in RiskMan.

It's been a long journey, and an enormous amount of work has gone into our journey to ieMR. Thank you to everyone for having played their role in supporting this evolution in patient care.

In my message last week, I answered a question about how we can make the hospital better for everyone by listening to patients and health consumers.

This week, I was asked how Redcliffe Hospital is currently doing that.

The answer is by working with consumer representatives.

A consumer representative is someone who has volunteered to be involved in bringing the patient/consumer voice to healthcare.

At the moment, Redcliffe Hospital has consumer representatives sitting on many of our high-level committees - informing their discussions and strategic decisions.

We have consumer representatives on our Senior Leadership Team, Clinical Council, and committees for Safety and Quality, Maternity Safety and Quality, Infrastructure, Preventing and Controlling Infection, Comprehensive Care, Private Practice Trust Fund, Research, and Clinical Communications.

We'll even have a consumer representative helping to judge our Staff Excellence Awards next month.

Consumer co-design is a meaningful and authentic process, and Redcliffe Hospital is committed to partnering with our consumers and community.

Length of Service Awards

At Redcliffe Hospital's Length of Service Awards this week, we recognised 247 staff members for 4,100+ years of service to patients and public health care in Queensland.

Those recognised included:

- Four staff members for 40+ years of service
- Nine staff with 35+ years of service
- 20 with 30+ years of service
- 15 with 25+ years of service
- 39 with 20+ years of service
- 60 with 15+ years of service, and
- 100 staff with at least 10 years of service.



Talking to people at the presentation, I observed that so many of the staff being recognised had started their careers in health care at Redcliffe Hospital and chosen to stay for so long. I think that this speaks volumes about the kind of hospital Redcliffe is. It's also going to be important that we don't lose that dedication and commitment staff have to their community as we grow in the years ahead.

Congratulations again to all those recognised at these awards and thank you again to Metro North Board Chair Bernard Curran and Metro North Chief Executive Jackie Hanson (left) for joining our celebrations.

Senior Leadership Team update

I'm pleased to announce the appointment of Elaine Hausler as Acting Nursing Director for the Surgical Service Line. Elaine joins Redcliffe Hospital from the Sunshine Coast, where she has been in a Nursing Service Director Surgery & Critical Care role.

Elaine is no stranger to Metro North Health, having been a NUM at the RBWH for many years before moving to the Sunshine Coast.

Please join me in welcoming Elaine to our SLT and the leadership team for the Surgical Service Line.



Redcliffe Hospital Staff Excellence Awards

Nominations for this year's awards close next Friday, so there's still plenty of time to nominate someone for any (or all) of the eight award categories available.

Among the award categories this year is the Health Equity Award. This relatively new award is designed to recognise and celebrate an individual or team actively working towards Health Equity at Redcliffe Hospital.

Last year, the award was presented to Sam Cullen (right) for her work in bringing the Deadly Feet program to Redcliffe Hospital. Read more about the Health Equity and other awards [on QHEPS here.](#)



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

Lastly this week, a quick update about the movement of staff and teams from West Block and Fincorp. Teams from those buildings will move into their new accommodation in the first week of July. Planning continues for the decant of dietetics, uniform and supply services - which will be moving later.

It's an exciting time to be part of Redcliffe Hospital.

Cang Dang
Executive Director, Redcliffe Hospital

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