

MESSAGE FROM THE ED REDCLIFFE HOSPITAL

Metro North Health

Cang Dang



Dear colleagues,

Redcliffe Hospital is well on its way to become digital!

After months of training and preparation, ieMR successfully went live at Redcliffe on Wednesday morning. It was impressive to see how ready and confident staff were in wards like 6 East, 5 East, and 4 West on Wednesday morning when we launched.

On Wednesday afternoon, I returned to those wards with Metro North Chief Executive Jackie Hanson and Medical Service Line Nursing Director Keith Von Dohren, where again we all observed that same poise and calm.



Thank you to Louise Joce, Ashish Bhatia, and Robyn Easton for making time for us during a busy afternoon.

Our ieMR rollout continued Thursday in the Emergency Department and on 5 West and 6 West, in PACU, Maternity, and the DPU.

*****Please note** that we have had to change the order of march with the rollout due to emergent sick leave in the digital and conversions teams, and a COVID outbreak in some key areas due to go live. Rehab,

Palliative Care, and Ward 4E, which were planned to go live today, will now be postponed to next week as follows:

- 4E - Monday 1 July
- Palliative Care - Tuesday 2 July
- Rehab - Wednesday 3 July

All other areas due to go live next week will continue as per [the planned schedule](#).

We've had lots of help getting us through this transition this week. We're grateful to everyone in 'coloured vests' supporting us at-the-elbow.

If you're wondering about the colours, PINK vests are the Conversions team, BLUE vests are our digital at the elbow support, and ORANGE vests are the Safety Walkers (from Safety Watch).

You may also have seen the Patient Safety Watch team. They've been moving about this week identifying and escalating clinical risks and ready to support staff in documenting clinical incidents and near misses in RiskMan help promote patient and staff safety.

All of these supports will be available again next week.

You can also call the ieMR escalation number if you need additional support or need to escalate any issues: **1800 921 342**.

The free coffees will continue next week, too. Around 3,000 coffee vouchers have been distributed to hospital staff—they're valid until Friday 5 July. It was great to see staff making the most of them this week.

Thank you to everyone for playing their part.

For the teams who are due to go live, please remember that there are plenty of supports nearby.



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

[CLICK HERE TO ASK CANG](#)



A lot of questions I've been answering this week have been to do with our ieMR go-live.

One of those questions was about how the hospital will balance its current high clinical load with the extra demands on clinical staff from our ieMR go-live.

One of the mechanisms is our refreshed partnership with Peninsula Private Hospital which will provide to 20 beds each day for Redcliffe Hospital patients for the next three weeks.

Clinically appropriate patients transferred to Peninsula Private Hospital as part of this arrangement will be cared for there for the duration of their inpatient treatment.

We are looking to build a stronger public private partnership to better meet the needs of our community and this partnership will continue post ieMR go live.

Paediatric ED upgrade - one year on

It's been one year since the Emergency Department's paediatric section started seeing its first patient.

Since the upgrade opened in June 2023, Redcliffe Paediatric Emergency Department has seen over 15,000 children, 21% more than the year before.

Even with more paediatric patients than ever before, the average wait time for those patients has fallen by 47%. The latest data also shows the time spent in the Emergency Department for paediatric cases has decreased by nearly a third (31%) compared with when the Emergency Department did not have a separate paediatric section.

The Emergency Department team will soon arrange a celebration to mark the anniversary and, as part of that event, install a plaque in honour of the late Dr Kong Liew's continuing legacy in the Emergency Department.

REDDY Fun Run/Walk

More than 500 people participated in the Redcliffe Hospital Auxiliary's REDDY Fun Run/Walk last weekend. Thanks to the hard work of Rhonda Neal and REDDY Fun and Fitness, together with strong community support, more than \$31,000 was raised.





The success of the event exceeded organisers' targets of \$25,000, and last year's tally of \$20,000. The funds raised will be used to support projects in the Palliative Care Unit.

Award nominations close tonight

Nominations for the 2024 Redcliffe Hospital Staff Excellence Awards close at 5pm today - this really is your last chance to [put someone forward for the recognition they deserve.](#)



We've had a great response to this year's awards too. Around 100 nominations have been received across the eight award categories, with many nominees being put forward for several awards.

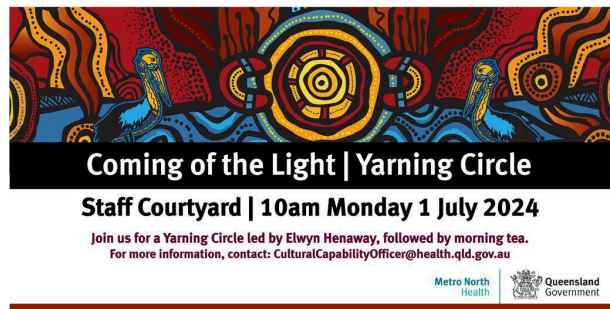
With awards closing tonight, I particularly want to thank everyone who took the time to prepare and submit a nomination. On Monday, the judging process will commence - which includes review by a Consumer, and a panel of judges reviewing each nomination.

I look forward to presenting our awards next month.

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

NAIDOC Week and upcoming events

Next Monday, all hospital staff are invited to join a Yarning Circle and morning tea in the Staff Courtyard for the Coming of the Light.



NAIDOC Week starts on Sunday 7 July, with the theme of *Keep the Fire Burning! Blak, Loud & Proud*. Redcliffe Hospital will be marking NAIDOC Week with a Yarning Circle and invitation for hospital staff to join in Aboriginal and Torres Strait Islander art activities.

Invitations for both events should be in everyone's Outlook calendars.

Thank you to Dr Richard Cheng and NUM Caitlin McCarthy who, earlier this week prior to our ieMR go live, showed me around Gastroenterology (GE). The GE team treats a range of conditions including gastrointestinal diseases, liver and biliary diseases, inflammatory bowel diseases, and GE emergencies such as bleeding. They also look after bowel cancer screening, which is an essential service. I really enjoyed that tour and absolutely recognise how our team have excelled in that space and exceeding benchmarks across a number of performance domains.

Lastly this week, if you're heading out to the Redcliffe Show this weekend, make sure to stop by and say hello to the Metro North infrastructure team who will be talking to our community

about the Redcliffe Hospital Expansion and the benefits it will bring to community, ensuring they have access to better and expanded hospital care and support closer to home.

Cang Dang
Executive Director, Redcliffe Hospital

[If you no longer work at Redcliffe Hospital click here to be taken off this email list](#)

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.

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