



Dear team,

Today is my last message for the financial year which is a significant milestone in our hospital calendar.

In the lead up to this period, there has been much happening across our hospital. Not only have our frontline staff been responding to the consistently high demands on our services, extensive work has also been done behind the scenes by our corporate teams. These teams work closely with senior clinical staff within our key program areas to ensure we can continue to deliver high-quality and safe patient care over the next 12 months. It is a certainly a whole-of-team effort in planning for the year ahead and I thank everyone for their ongoing efforts and commitment.

Our hospital infrastructure is also rapidly expanding, with three major projects currently underway including the new multi-storey car park, the Crisis Stabilisation Facility and TPCH Expansion Project. These projects will create exciting changes for TPCH, allowing us to expand our services and continue to meet the future health needs of our growing local community.

During the next year, we will see:

- The new \$14 million Mental Health Crisis Stabilisation Facility (CSF) open in September 2024, providing an immediate and intensive level of care for individuals who are experiencing a mental health crisis.
- The new \$92.8 million multi-storey car park open in early 2025, taking our total number of parking spaces across the two multi-storey car park facilities to 2,000.
- Early works commence on the \$360 million TPCH Expansion Project to deliver a new six storey Acute Services Building which will include:
 - 93 new beds (adult and paediatric),
 - expanded and new Adult Emergency Department,
 - expanded and new Paediatric Emergency Department,
 - expanded and new Paediatric Outpatient Department,
 - new Paediatric Operating Theatres, as well as
 - green spaces and courtyard gardens.
- Site establishment works commence in the coming months which will result in the permanent closure of the public car park near Extended Care, the Executive car park near the café and the small VMO car park near BEMS.

Several of our clinical and non-clinical staff, alongside consumers and Aboriginal and Torres Strait Islander Elders and community, will provide input and share their expertise to help shape the design and ensure the new Acute Services Building is a comfortable and welcoming healthcare environment that works for all users. I want to thank everyone for their involvement in the design phases. We appreciate this is an incredible time commitment while also doing your day job however, your expertise, experience and input is essential in creating patient-centred and functional services.

Executive update

Metro North Board visit

We welcomed members of the Metro North Health Board to TPCH for their monthly Board meeting which included a tour of our ICU of the Future, Charlies Village and Memory Lane. As part of their meeting, I had the opportunity to provide an update on TPCH which included a discussion of highlights and challenges in relation to our current activity, key performance metrics, safety and

quality, health and equity and infrastructure. I'm always proud to highlight the great work all we do here at TPCH especially during these demanding periods.



Health Equity

As part of our update to the Metro North Board, Manager Aboriginal and Torres Strait Islander Health Service Kieran Costigan and I presented on TPCH's progress in our health equity journey. We discussed our work within each of the five key performance areas, largely focusing on improving access to our services through the timely reduction of long waits and opportunities for increased engagement with the community.

I also joined Kieran and members of his team at the Metro North Aboriginal and Torres Strait Islander Showcase where we heard about some of the latest programs, services and support being offered across the health service to improve health equity. The showcase featured an update from the Metro North Board, culture sharing, panel session with Indigenous cadets, presentation from the Satellite Hospitals, and a question and answer session with consumers. A very constructive and informative gathering.



Metro North Aboriginal and Torres Strait Islander showcase

Executive walkarounds

Members of the Executive attended TPCH's Pride in Metro North launch this week to acknowledge our commitment to providing a safe and inclusive environment for all employees and consumers regardless of their sex, gender, variations of sex characteristics or sexual orientation. It was a good opportunity to celebrate the diversity of our people at TPCH and provide a forum to identify opportunities for improvement in our services and facilities. A big thanks to TPCH branch of the Pride in Metro North group for organising the event. Thanks also to all those wards and areas that celebrated locally.





Pride in Metro North celebrations across TPCH and Kallangur

New additions

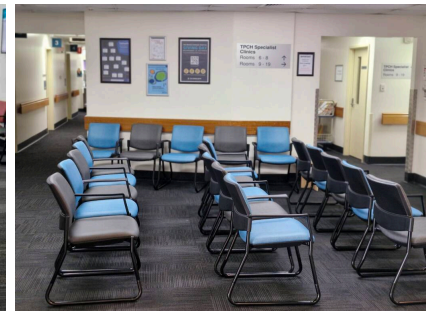
You may have noticed some new additions to the hospital. The Transit Lounge now has a new external sign, making it much more visible to patients and visitors. Our Heart Lung Outpatients Department has acquired some brand new seating, which will provide patients and visitors with a more modern and comfortable area to wait in. Some great improvements to the patient experience!



New Transit Lounge signage



New Heart and Lung outpatient seating

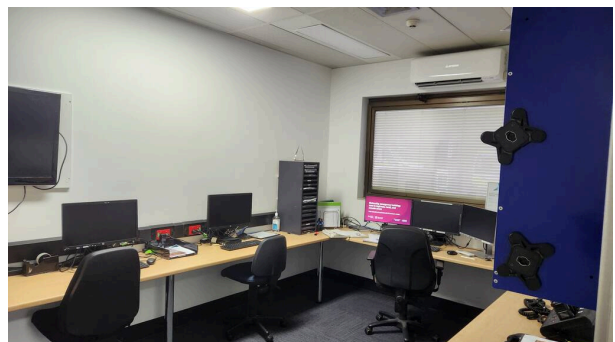
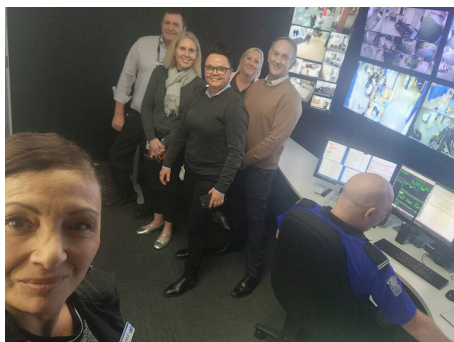


New Specialist Outpatient seating

A new security control room

The security team is a very important part of the supports at the hospital and they are playing an integral role in keeping our patients, staff and visitors safe. I had the pleasure yesterday of catching up with and spending a bit of time with the team in their recently refurbished security control room.

The space is a great area where the team can monitor the hospital and surrounding grounds, but also is a central point where they can quickly answer any requests or incidents requiring attention.



*The TPCH security team keeping us safe***TPCH Charlies Week**

Expressions of interest are still being sought for TPCH staff to help plan and coordinate TPCH Charlies Week 2024. TPCH Charlies Week is the birthday week of the hospital where we celebrate and appreciate the great work our staff do every day. It is a week-long event which includes a variety of education, research, staff recognition and fun activities with something for everyone!

We're looking for staff who are keen to offer new ideas and support to make 2024 TPCH Charlies Week better than ever before. If you're interested in joining TPCH Charlies Week Committee, please email: MetroNorth-TPCH-Communications@health.qld.gov.au.

2024 Research Excellence Awards - Nominations extended!

Metro North Research Excellence Awards nominations have been extended for the Metro North's annual Research Excellence Awards. These Awards provide an opportunity to acknowledge and celebrate the achievements of our research community across TPCH and Metro North.

Nominations are open to all researchers of all stages including early career, well-established, and anywhere in between. Researchers are also encouraged to nominate themselves and share their accomplishments.

Nominations now close on Monday, 1 July at 5 pm.

[NOMINATE NOW](#)**Staff profile**

Today we will profile Acting Car Park Manager, Metro North, Mark Luff.

Mark is responsible for managing the Metro North car parks across TPCH, Redcliffe Hospital, Caboolture Hospital, and some of the parking across RBWH. Although he is not based at TPCH, Mark will be spending more time on site in the coming months as the new multi-storey car park gets closer to opening in early 2025, and TPCH site transitions to tariffed parking.

Having worked at Redcliffe Hospital during the opening of Metro North's first owned and operated car park in 2020, Mark finds great reward in supporting patients and visitors. Hospital car parks are the first and last point of interaction for most patients, and Mark values the opportunity to make this part of their visit as stress-free as possible. Mark values the ability to show compassion to all people he engages with each day, especially in a complex health care environment where people are busy and under pressure.

In his spare time, Mark enjoys working with his wife around the yard on little projects or just relaxing with their dogs on the grass. He is a keen Broncos and Dolphins fan, even though his wife tells him he can't support both.

**Shout out**

I'd like to share some of the shout outs recently received by TPCH teams through the Metro North

Shout Out initiative. This program enables staff to acknowledge and thank colleagues and teams who represent our organisational values, have a positive influence or who go above and beyond expectations.

Building, Engineering and Maintenance Team PLUS Emergency Preparedness TPCH

For safely identifying, planning and removing a serious arc-flash risk to the switchboard which could have led to lengthy power loss to services in both Building 3 and Building 7. Thank you to Tenille King, the whole executive team from TPCH and MN and of course our BEMS partners for expertly managing this potential issue.

Nursing Clinical Placements Team

To the student facilitators at TPCH, thank you for all that you do to support student nurses, clinical staff and each other. For a small team, you pack a big punch!

Ward 1F team

All of the 1F team were amazing in providing patient-centred and compassionate care whilst managing complex needs. The commitment and tenacity to overcome barriers and support transition out of hospital are a credit to the team.

Thank you to the 1F Ward nursing team and allied health for providing exceptional care and support during the inpatient stay and recent discharge of a BERT consumer.

Closing quote

"Coming together is a beginning; keeping together is progress; working together is success." –
Henry Ford

Tami Photinos
Executive Director