

MESSAGE FROM THE ED REDCLIFFE HOSPITAL

Metro North Health

Cang Dang



Dear colleagues,

Redcliffe Hospital celebrated NAIDOC Week on Wednesday with yarnning circles and cultural activities including seedpod painting, gumnut craft and dilly bag weaving. There were fried scones with golden syrup, damper, and curry to share.

I feel honoured to have been presented with a dilly bag from Sherry and Elwyn, and to have the opportunity to talk with you all about what NAIDOC Week means. It gave me a chance to reflect on how it relates to our Health Equity journey. Thank you to everyone who made this day possible.



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

CLICK HERE TO ASK CANG



Ask Cang

A question I've heard this week was around the ieMR dashboard accuracy. It has been brought to my attention that in the process of converting to our new dashboard, the data that is being

displayed is not completely accurate. We are currently going through a process of data validation and reviewing mapping processes for the new dashboards, and anticipate that it will be done by next week.

The answer is, until this is rectified, I have been advised by the Metro North Digital Team, that Redcliffe staff can continue to use SWIMIS, as this will be the most accurate data we have currently. Over time, the dashboards will be validated and mapped more appropriately so they can be used as a source of truth.

Thank you all for your ongoing hard work during this time.

Visit from the Mayor of City of Moreton Bay and Councillors

Peter Flannery, the Mayor of City of Moreton Bay and local councillors, took a tour through Redcliffe Hospital yesterday.

Accompanied by Simone from RBWH Foundation, and Sharyn, Redcliffe Fundraising Manager, and myself, we took the group through paediatric emergency, paediatric unit, neonatal unit, palliative care and the rehabilitation and stroke unit. It was a fantastic opportunity to showcase what we have done with funding, and what we plan to do in the future.

Over the past 4 years, Council has granted close to \$20k in support for Raise it for Redcliffe Hospital for caps, t-shirts, banners, tent and more to help raise funds and get the word out – all this has helped to raise more than \$800,000 for over 50 projects at Redcliffe Hospital through Wishlist Grants, Research, Major Projects and other special grants.

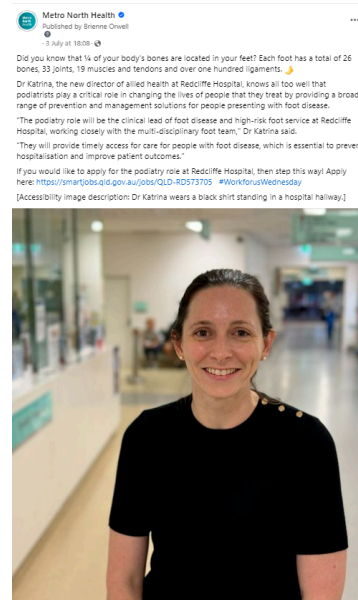
Prior to the tour I had to an opportunity to meet Mayor Flannery with some members for the Redcliffe leadership team to discuss some key priorities for Redcliffe Hospital including recently becoming a fully digital hospital, our new hospital development, work on Models of Care and Workforce Planning. This discussion laid a strong foundation for joint regional planning and collaboration across several common agendas.

A big thank you to all who helped with the tour and to the leaders involved in the discussion with Mayor Flannery.

Metro North Facebook

In case you missed it, our very own Dr Katrina Dunn, Director of Allied Health, and Elwyn Henaway, Cultural Capability Officer, were recently featured on the Metro North Facebook account.

Click on the images below to take a closer look.



Patient Feedback

I wanted to share a compliment that we received from a staff member turned patient, who was admitted to Level 5 West recently:

I just wanted to share my recent experience as a patient at Redcliffe Hospital. One day in June, I arrived at work as usual but suddenly became very unwell. Within minutes, I found myself in the Emergency Department in extreme pain. The staff were highly concerned and acted swiftly to reduce my pain and make me comfortable. A few hours later, after scans, I was informed that I

needed to go to the operating theatre for emergency surgery.

This news was a big shock to me and my family, and I became very anxious. I have a chronic pain condition that carries a high risk of spreading to any surgical incisions. I explained this to the surgical registrar, who immediately contacted my pain clinician at Greenslopes Hospital. My clinician supported the surgical team pre- and post-surgery, but I also had trust in our anaesthetic team who are amazing.

The outcome was very positive, and I recovered extremely well and quickly.

I want to express my profound gratitude for the professionalism, compassion, and dedication demonstrated by all the staff in the Emergency Department, the perioperative and postoperative environments, pain team and the staff on 5West.

Their prompt response, empathetic care, and high level of expertise not only ensured my swift recovery but also highlighted the outstanding quality of our hospital's services. It was a firsthand reminder of the incredible work our team does every day.

I am immensely proud to be part of such a dedicated and professional team and wanted to bring this positive experience to your attention.

Thank you for fostering an environment where such excellent care is possible.

Thank you to all the staff and teams who were involved in providing such exceptional care.

One thing for certain about health care is that we all will need access to quality health care at some time in our lives and unfortunately, we sometimes don't have the opportunity to determine when, how or where this occurs. It is great to hear that the experience of our staff member not only positive, but also that the outcome their care was also positive.

Our Staff Excellence Awards

Congratulations to each of our 63 nominees for this year's awards which were announced yesterday.

These nominations were drawn from the 70 submissions from hospital staff, students, and volunteers for these eight award categories. In addition, there is also a ninth award that will be presented on the day, the Executive Director's Award.



Thank you again to those staff who took the time to submit a nomination. We'll be recognising nominees in a special way at this year's awards too.

The awards will be presented on Wednesday 17 July in the Education Centre, and broadcast live on Teams. Please join us online, if you can.

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

Pride in Metro North

On Monday 12 August 2024 the 'Pride in Metro North' group will come together to develop the first Metro North Diversity Plan.

The hope for this plan, is that it will allow us to build a workforce that reflects the diversity of our staff and the broader Queensland community.

One Redcliffe staff member will be attending this important planning process, and I am looking forward hearing the outcome.

Lastly this week, if you haven't used your free ieMR coffee voucher, we've arranged for it to be valid for the rest of July. Line managers, please let any of the Senior Leadership Team know if you need additional vouchers and we will arrange to get them to you.

Cang Dang
Executive Director, Redcliffe Hospital

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

Produced by the Metro North Communication Directorate

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