

## MESSAGE FROM THE ED REDCLIFFE HOSPITAL

Metro North Health

Cang Dang



Dear colleagues,

I'm pleased to announce the winners for this year's Redcliffe Hospital Staff Excellence Awards.

### People Focus

#### Winner 1: Stephanie Lyttle

For: Collaborating with her colleagues and having a clear understanding of her colleagues' priorities and expectations. She also advocates for her patients whilst maintaining their dignity and respect.

#### Winner 2: Scott Worthy

For: Consistently focuses on the delivery of excellent service to the patients and the team. Scott will go out of his way to meet the needs of patients and the team. Scott consistently delivers high performance and strives to deliver a great service to the Redcliffe patients.



### Innovation

#### Winner: Dr Leah Purcell and Dr David Whybrew – Sip til Send

For: Leading the hospital's adoption of Sip Til Send across the entire surgical service in April 2024. Thanks to their stewardship and leadership, Redcliffe was the first in Metro North to adopt this in a simple, safe, and kind way to make surgical patients more comfortable.

### Performance

#### Winner: Michael Bishop

For: Michael quietly and efficiently contributes to excellence in performance by leading the way in supporting our people and our organisation. He leads by example in his commitment to nursing informatics, and the clinical interface. His commitment to clear expectations with new starters in nursing orientation, and the respect and teamwork he engenders by contributing to a culture where questions are welcomed, ensures he creates a positive workplace culture.

## Leadership

### Winner: Fiona Packwood

For: Fiona is one of the hospital's nursing leaders. As NUM of the Emergency Department, and now as a Nursing Director with the CCWC Service Line - her concern, compassion, and admiration and affection for her nurses shines through every decision she makes.



## Values in Action

### Winner 1: Darren Cockroft

For: Darren always displays the Metro North Values of respect, teamwork and compassion. He works incredibly hard to achieve a high standard of performance with integrity and a positive attitude that strengthens the delivery of public healthcare for the people and communities we serve.

### Winner 2: Meredith Shallcross

For: Meredith leads by example, promoting a positive workplace culture which supports our staff to lead and deliver excellent patient centred care. She epitomises the Metro North values of respect, teamwork, compassion and integrity and is constantly working to strengthen the delivery of care within our department.



## Integrated Care

### Winner 1: Indigenous Hospital Liaison Officers

For: The Indigenous Hospital Liaison Officers work tirelessly in their roles to ensure our First



Nations patients are culturally supported and advocated for. The officers form an integral part of the health care team and support our broader hospital by ensuring the care of our patients are always linked back to the community health sector for ongoing management.

### Winner 2: Carolyn Johnson

For: Carolyn's recent completion of a graduate certificate in clinical re-design has brought about significant positive changes within the speech pathology department. Her dedication to advancing her professional growth has seen her initiate and successfully execute various projects, resulting in favourable outcomes for both patients and staff in several domains. Her focus on streamlining the instrumental assessment clinic has resulted in a more efficient process with benefits to patients/staff.



### Training and Education

#### Winner: Serenity Meredith

For: Over the past twelve months, Serenity has provided oversight to ten research projects within medical imaging. Some of these projects include; medical imaging absenteeism, radiographer referrals, access to breast imaging and health equity in medical imaging. Serenity has created an established educational in-service program within medical imaging. Staff trivia teams have also been formed to boost staff morale and provide education in a fun team setting.

### Health Equity

#### Winner 1: Amarney Gould

For: Amarney has taken on a significant role in supporting the RAP working group at Redcliffe, and her work has made the hospital's successful Stolen Wages Apology possible.

#### Winner 2: Dr Ellie Kitcatt

For: Ellie is a strong advocate for First Nations people/patients. She continues to lead and refine the "Deadly Red" project in the ED. Her passion to provide equitable care to all Aboriginal and Torres Straits Islander patients is deeply visible and I am sure is commonly shared by our Nurse Navigator, CCO and IHLOs. A strong clinician voice for our identified community members!



#### Winner 3: Ngarrma Service

For: The Ngarrama team have introduced Healthy Hearing in the home. This means that babies can now have their hearing screen performed at home rather than needing to return to an outpatient clinic.

By providing this service at home it has significantly reduced the failure to attend rate and has improved the patient journey. Women post birth are not needing to navigate a return trip to the hospital with a new baby, other children and transport concerns. Early screening and referral is especially important to detect and treat any hearing concerns and this has improved this process.

## Executive Director Award

### Winner: Leicha Wone-Grant

For: Leicha is a proud Jirrbal woman who walks the journey of her ancestors to improve the health care of her people at Redcliffe Hospital. Leicha helps to improve Aboriginal and Torres Strait Islander people's health by leading first-hand as Redcliffe Hospital Indigenous Nurse Navigator. Leicha helps support patients, their families and staff through the patients' health journey. Leicha goes above and beyond to educate and support the staff around her to provide care that is more culturally aware and provide consumers with culturally safe services.



Congratulations to all of this year's winners.

I would like to thank everyone who participated in the nomination process and presentation ceremony. Congratulations to all the nominees and thank you to our event sponsor QSuper, and everyone who attended yesterday to celebrate the Redcliffe Hospital Staff Excellence Awards.

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.

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Produced by the Metro North Communication Directorate

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