

MESSAGE FROM THE ED REDCLIFFE HOSPITAL

Metro North Health

Cang Dang



Dear colleagues,

Thank you to all who attended the Redcliffe Hospital Staff Excellence Awards on Wednesday. This year, we received 67 nominations – in some cases, staff were nominated at least twice by their peers.

Congratulations to all of the winners, to those nominated, and thank you to everyone who put a nomination in. Thanks also to our friends at QSuper, part of Australian Retirement Trust for sponsoring our awards.

I wanted to highlight the Executive Director's Award, which this year went to Leicha Wone-Grant. 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. This can be challenging for patients, but Leicha always makes patients feel safe within our environments, which can be difficult due to Redcliffe Hospital's own Indigenous history.



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.

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 why is the scar tree so important?

The answer is that scar trees are highly significant and sometimes sacred with spiritual importance to Aboriginal people.

Scars can be made in trees when shields and canoes are being built from the wood taken. These trees can be hundreds and sometimes thousands of years old.

Trees can also be sacred, acting as "signposts" informing people of what may lay in that particular area, allowing people to keep cultural lore and spiritual law. For example, a tree may be on the boundary of a burial ground, allowing people to move safely around that area.

Scar trees are heritage-listed, making them a part of Australian Heritage.

The scar tree is also highly significant to many Redcliffe Hospital staff, as the tree has and continues to soothe staff through the "heavy" times that may come with working in a hospital.



Post-Operative Discharge Support Service (PODSS)

Next Monday, Redcliffe Hospital will launch a new innovative rapid access Post Operative Discharge Support Service (PODSS) to provide alternate pathways to specialist care for post-operative surgical patients experiencing complications or concerns up to 30 days after discharge.

The aim of PODSS is to streamline the patient journey and reduce representation in emergency departments. This service will work collaboratively with multiple stakeholders across the surgical stream and provide emergency department avoidance strategies to assist with patient flow throughout the hospital. This model of care supports improved continuity of care and provides an overall improved patient experience.

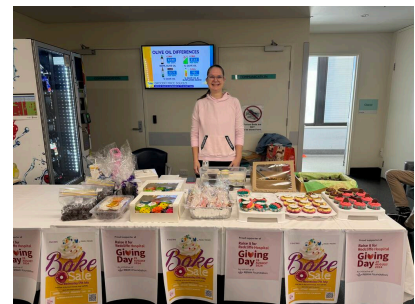
PODSS will support Redcliffe Hospital adult and paediatric (excluding ENT) patients discharged following a surgical procedure to call directly to a PODSS clinical nurse consultant Monday to Friday (excluding public holidays).

The service will support general surgical, orthopaedic, urology, gynaecology and endoscopy patients, and provide face-to-face clinical reviews. These patients are asked to attend the PODS CNC clinic. Patients requiring inpatient care will be admitted directly from the specialist outpatient clinic to the appropriate ward.

Bake Sale

Ward 4 East/DAFU held a bake sale on Wednesday and raised \$852.38 with all proceeds going to Raise it for Redcliffe.

Thanks to Selena for making sure the cookies, cakes and cupcakes went to good homes, and to everybody else who contributed.



Patient Feedback

I wanted to share a compliment that we received from a patient, who was admitted to Level 6 West recently:

I wanted to thank you all in 6 West for your care while I was in your ward. Everyone was thoughtful and professional.

I was impressed by the cleanliness of the hospital. I had a confused patient near me, and the staff treated him patiently and with respect even though they had a busy ward to look after.

I wanted to say thank you to you all. I am very glad to see the QLD Health Service is operating well as I am visiting from NSW. Should be proud of the care you give.

Well done to everyone on 6 West.

Redcliffe Hospital Expansion - works along walkway to North Block

Works along the covered walkway to North Block have commenced, with more works to another section of the footpath due to commence next Monday.

Staff are reminded to follow directional signage and take care around the work zones. Thank you to everyone for your patience and understanding during these important works.

Gender self-identification law change

The new *Births, Deaths and Marriages Registration Act 2023* came into effect this week, which introduces a new framework allowing trans and gender diverse people to obtain legal recognition of their gender identity.

People born in Queensland can apply to update the sex recorded on their birth certificate, while people living in Queensland and born elsewhere can apply for a 'recognised details certificate' giving legal recognition to their identified sex/gender.

For children under 16, a developmentally informed practitioner needs to complete part of the application. These may be doctors, registered nurses, midwives, or specific allied health professions. Find out more [here](#).

Be part of the change - Have Your Say action groups

Since the 2023 Have Your Say survey, there's been a lot of work going on at both a hospital and Metro North level to address the feedback received. Co-designing new initiatives with you – our people – has been a big focus.

HAVE YOUR SAY VALUES IN ACTION

ACTION PLAN UPDATE
IN RESPONSE TO YOUR FEEDBACK, 21 INITIATIVES ARE UNDERWAY. VIA THE ACTION GROUPS, WE'RE CO-DESIGNING THE FUTURE WITH YOU!

FIRST ROUND OF ACTION GROUPS

- 9 workshops completed
- 6 more workshops scheduled
- 49 staff members participating from across all streams and locations
- 7 executive leaders collaborating and endorsing the work
- Various outcomes/initiatives being finalised

FOLLOWING ACTION GROUPS
KICKING OFF SOON

- A clear capability pathway
- Metro North-wide mentoring program
- What does 'great support from an organisation' look like?
- Onboarding

GET INVOLVED! [CLICK HERE](#)

The next round of Metro North action groups listed below are about to kick-off. I strongly encourage you to put your hand up and get involved. Each action group is made up of approximately 10 staff members from across all levels and streams, working together to co-design some really important initiatives.

- A clear capability pathway – setting you up for success
- Metro North-wide mentoring program
- What does 'great support from an organisation' look like?
- Onboarding

This is not only a development and networking opportunity, but a great way to be part of positive culture change and have your say on how things can get better. [Find out more](#).

Lastly, next Monday at 8:30am, Michael Walsh, Director-General Department of Health, is coming for a tour of the hospital. He is a clinician at heart and loves to chat with staff, so if you see us, please come and say hello and introduce yourself.

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](#)