



Dear team,

This week, we underwent our annual Peer Review as part of preparation for Accreditation. A team of 14 peer assessors spent two days visiting various areas throughout the hospital observing clinical practice and gauging how TPCH is performing against the National Safety and Quality Health Service Standards. As part of the review, the peer assessors spent time speaking with patients, consumers, relatives, visitors and staff to find out more about their experiences at TPCH. We were pleased to host the team and have the opportunity to promote the great work we do here at TPCH, as well as identify areas for improvement.

Overall, the assessors commented on the positive approach and willingness of staff to engage in the review process. This was excellent to hear, especially knowing how busy everyone is at the moment.

Stand out areas identified for TPCH:

- Over 90% of areas have undergone cultural capability training
- Cardiac Investigations Unit mentioned for excellence in storage of sterile stock, reprocessing of Transoesophageal Echocardiograph (TOE) probes, and implementation of 'Massive Transfusion Protocol'
- QuEST highlighted for post falls management
- Food Services commended for welcoming approach to peer assessors, and cleanliness of physical environment.

Areas for improvement include:


- Bare below the elbows
- Mandatory training – Fire safety, PDP and fit testing
- Ward Safety and Quality boards require more regular review and updating
- 5 Moments of Hand Hygiene
- Currency of medication room clinical support tools
- Patient identification and asking the mandatory question – *Are you Aboriginal and/or Torres Strait Islander?*
- Refresh of bedside handover including three points of patient identification and Acute Resuscitation Plan.

In terms of next steps, the Safety and Quality Committee which includes program and standard leads will develop an action plan based on the identified areas for improvement during the next month. We expect the final report from the peer assessors within the next fortnight.

Thank you everyone for your ongoing commitment to providing high quality care to our patients and consumers.



Peer review feedback session



TPCH Executive want to say thank you for your hard work and commitment.

- + **Wednesday 10 July**
- + **5pm - 6.30pm**
- + **Café of the Common Good**

Note: Orders are limited to 5 servings per staff members collecting for other team members. Thank you!



Executive update

This week, our focus continues to be managing the high demands on our services which is being largely contributed to by increases in acute respiratory illness among patients and staff. The Executive team is escalating issues on a daily basis and continues to work with our private partners including UnitingCare and Ramsay Health Care to ensure our patients are cared for in a timely way. We thank staff for their ongoing work and support; we know this period is challenging for everyone.

Milestone

TPCH's Advanced Heart Failure and Transplant Service recently reached a major milestone celebrating the 500th patient to receive a heart transplant at TPCH. The Heart Transplant Service, which commenced in June 1990 provides expert care and support to patients through their entire journey both before and after transplantation. We acknowledge the work of all the people across the hospital that make heart transplantation possible.

Transplant is only made possible through the generosity of organ donation and the dedication and support of the entire hospital community. With this support, the service has given has many Queenslanders a second chance at life. Congratulations to the entire team!

Executive walkarounds

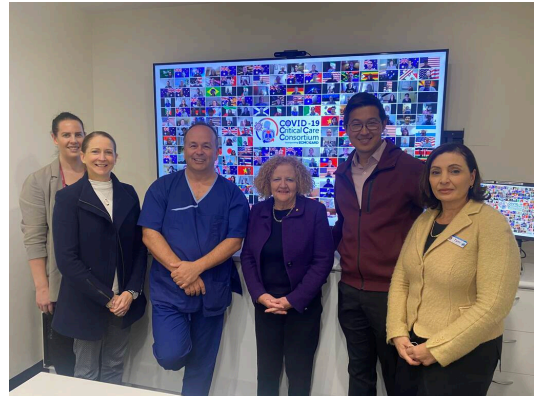
Director of Operations EPIC, Geoff Grima and I visited the newly rejuvenated gardens between Palliative Care and Cancer Care Services which was the result of a special charity day hosted by ADCO Constructions in conjunction with the Brinsmead Hill Family Foundation.

The initiative came from the relative of past patient of Palliative Care who happens to be an ADCO employee. They were so grateful for the wonderful care their loved one received, they wanted to give something in return.

What a great way to brighten the experience of other patients and families! We thank everyone for making this initiative possible.



I was invited to attend a meeting with key members of the Critical Care Research Group (CCRG) who were hosting QUT Vice Chancellor Prof Margaret Sheil AO and Prof Gene Moyle, Pro Vice-Chancellor (Academic Programs). We spoke about QUT's new School of Clinical Medicine within the Faculty of Health and building new collaborations in education and research between TPCH and QUT.



The QUT delegates toured the ICU of the Future, ICETLab and PRIMELab, and also visited QUT's Medical Engineering Research Facility (MERF), the largest preclinical ICU in the southern hemisphere.

I also had an informal catch up with the Internal Medicine Service team who were taking a brief period out of their busy day to enjoy some well-deserved down time. Good to see everyone!



Position changes

After a recent expression of interest for the Director Corporate Services, I am pleased to announce that the following staff will provide coverage up until January 2025 as Bretine Curtis commences a secondment opportunity.

- Bianca Sullivan: 8 July 2024 - 20 October 2024
- Sharyn Trappett: 21 October 2024 - 31 January 2025

I welcome Bianca and Sharyn to the Executive Leadership Team and wish Bretine all the best as she undertakes her secondment.

TPCH Charlies Week

All staff are invited to attend our first TPCH Charlies Week planning meeting on Monday 22 July from 11am to 12 noon. We are keen to hear your ideas on how we can make TPCH Week a great celebration for everyone! The meeting will be held via Teams – [join here](#)

Staff profile

Today we will profile Switchboard Operator, Peter Miles.

As part of a 14-member team, Peter is responsible for helping respond to the approximately 150,000 calls received by TPCH Switchboard each month. This includes answering inquiries relating to a broad variety of topics including on-call medical rosters, patient locations, appointments and referrals, staffing, available services, parking, bus timetables hotels and even florists.

Having served on TPCH's Switchboard for 10 years, Peter enjoys speaking with a range of people on a daily basis and helping them where he can. Known for his sincerity and professionalism, Peter values supporting a positive patient experience and fostering good working relationships with staff at TPCH. His friendly and courteous demeanour have earned him respect from colleagues and patients.

In his spare time, Peter enjoys playing golf and camping.



Shout out

This week's shout out goes to the Emergency Department (ED) and Security teams for their excellent response to a Code Black earlier this week. The incident which occurred near the ED, was handled extremely professionally, with outstanding communication among the teams to ensure all patients, visitors and staff in the vicinity were kept safe and calm. The response to this incident highlights the importance of teams knowing TPCH's emergency preparedness processes and practices so we can keep our facility safe for everyone. Well done!

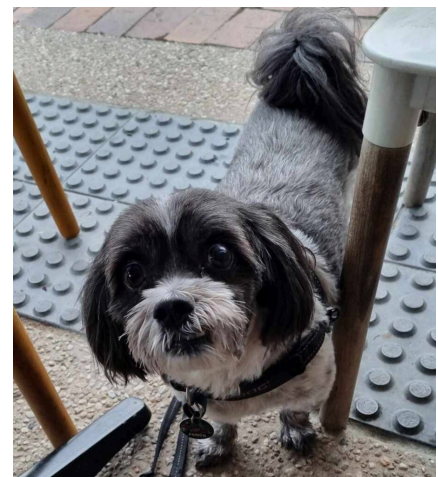
Closing quote

With so much going on it is easy to let our minds work overtime, even when we're not at work. This week, I've been waking up at absurdly early hours of the morning thinking about something I have to do that day. Sound familiar? When we are busy, it can sometimes be difficult to separate the different parts of our lives and we can end up taking a lot of our work pressures home with us. This can affect our mood, sleep, eating habits, and how we interact with the people around us.

As individuals, it's important we recognise our own personal triggers when it comes to pressure, as everyone responds to life's pressures in different ways. Some of us retreat within ourselves; some of us talk it out with family or friends; others may get a bit tetchy, or the opposite, they get into a super silly mood.

Whatever it is, we all need ways to help manage the pressures we face - ways that work for us. Some of us like to visit Dr Google, watch Netflix, listen to music, bake or go for a walk. For myself, I religiously take my pup Panda for an early morning walk, go for a weekend bike ride, or do a fitness work out for about half an hour when I get home, to clear my head and get the endorphins flowing. When I do these things, I generally always feel better and can get some proper rest and relaxation, so I'm refreshed for the day ahead.

My take home message is that no matter how busy we get, we need to find ways to achieve balance in our lives so we can continue to do our very best when we come to work each day, as well as enjoy our down time.



Tami Photinos
Executive Director

