

## METRO NORTH EXECUTIVE MESSAGE

We uphold our commitment to health equity through our Values in Action

Respect • Integrity • Compassion • High performance • Teamwork

VALUES  
IN ACTION

### Chief Executive Adjunct Professor Jackie Hanson

Dear colleagues

Did you know that in the 3.8 million instances of care provided in the last financial year, 416,000 of these patients spoke a language other than English? It's never been more important than now to recognise diversity and have work in place to support multiculturalism across Metro North Health.

August is Multicultural Queensland Month, which aims to focus on a more inclusive health service through learning, action, and celebration. You might be surprised to learn that our language services team supply support for 211 languages, and Metro North is the largest employer of interpreters as employees of any Government department in Queensland. You can commit to learning more about this space with some great resources on QHEPS [here](#).

Diana from the team has worked with Ethnic Communities Council of Queensland (ECCQ) on a podcast on the value of using interpreters. For a culturally diverse area like Metro North, it is important we use interpreters in our approach to care. Listen to Diana's podcast, SNACK (Some New Aged Care Knowledge) [here](#).



## Increasing flu numbers – it's not too late to vaccinate

The CHO has advised with influenza numbers on the rise, it is not too late to get your flu vaccination for this season. We have seen a lot of illness in the community and increasing hospitalisations, and latest predictions indicate the peak of cases is still several weeks away. Staff, patients and families can access the flu vaccination for free at pharmacies and through the GP. Please also encourage patients, especially those with severe immunocompromise to get a 2024 influenza vaccination.

## COH announces Candidate Care Unit (CCU)

Community and Oral Health will soon commence a six-month trial of the Candidate Care Unit (CCU) to support and guide around all external recruitment activities and pre-employment screening. The CCU will provide administration support for clinical leads in the recruitment process, so touch base if you have a clinical vacancy to see if the CCU can be of assistance.

## Joint First Nations forum with the DG

The DG hosted a forum on Monday and Tuesday alongside the Queensland Aboriginal and Islander Health Council (QAIHC) which I had the pleasure of attending. The event looked at a variety of First Nations issues including regional partnering for funding reform, as well as talking about our partnership between Queensland Health and QAIHC. The event provided attendees with a good opportunity to connect and further our First Nations agenda as part of our commitment to health equity.

## National Assistance Dogs' Week

For those of us with canine companions in our lives, we know how much joy they bring us. But for people like Nat, who has a Functional Neurological Disorder (FND), having an assistance dog has been life changing. Nat's furry friend Evy has undertaken advanced training to sense and alert to emotional and metabolic changes, meaning Nat has been able to go into remission and can monitor her stress and fatigue to prevent seizures and live a much healthier, happier life. Nat has been a long-term patient of The Prince Charles Hospital and is now a representative on our Consumer Engagement Network. If you see someone with an assistance dog across Metro North, it is important to remember that they are different to companion and therapy dogs. You can't pet them or distract them, as they have important work to do to keep their owners safe! Please welcome our assistance dogs in our hospitals – they will be wearing a vest to help you identify that they are working.



## Show holidays

On Monday 12 August, Moreton Bay region will have its show holiday, followed by Brisbane on Wednesday 14 August for the Ekka. As we have different LGAs within Metro North, please note that the public holiday applies to the LGA your workplace falls in, not where you reside. If you are working on the day, we thank you for continuing to provide amazing care to those who need it. And if you are popping to the Ekka, be sure to grab a famous strawberry sundae to support The Common Good – raising funds for The Prince Charles Hospital and Caboolture Hospital.

Regards,

Jackie



Acting Chief People and Culture Officer  
**Raelene Burke**

**Attention all staff – Use of Information and Communications Technology services and devices.**

It is strongly recommended that all staff are aware of the Queensland Health policy and standard provisions for the use of devices including personal mobile phones (and camera capability), tablets and iPods (or similar digital music devices) in the workplace (including in government vehicles).

The Qld Health [Use of Information and Communications Technology \(ICT\) services and devices policy](#) sets out the acceptable behaviour required by staff, including contract and third-party providers, when using ICT services and devices within Queensland Health.

For the purposes of this policy ICT services and devices includes, but is not limited to, computers, laptops, ICT network, ICT enabled medical devices, infrastructure, applications, portals, cloud, mobile devices, internet, storage, email, external access, collaboration services, Bring Your Own Device (BYOD), telecommunications, printers, faxes, photocopiers, and video conferencing equipment.

Further, the [Qld Health Standard](#) supports the Use of ICT Services and Devices Policy and the Information Security Policy by establishing the conditions that staff must abide by as an authorised user of Queensland Health's ICT services and devices.

Compliance with the Policy and Standard will ensure that devices such as personal mobile phones and other devices are used in an acceptable manner.



Acting Executive Director, Clinical Services  
**Assoc. Prof. Glen Kennedy**

I am excited to announce two exceptional opportunities this October for those committed to advancing healthcare practices: the HELIX Academy Workshops and HELIX Support Program. These programs are designed to enhance your skills in tackling critical healthcare challenges through effective implementation and value-based care strategies.

**HELIX Academy (Implementation Practice):** This two-day intensive workshop will immerse you in practical skills essential for successful healthcare implementation. You will gain hands-on experience in stakeholder collaboration, actionable planning, and applying readiness tools to effectively evaluate and plan your projects. Learn from esteemed experts, including Professor Jed Duff, and immediately apply your new skills to real-world challenges for impactful results.

[Learn more here.](#)

**HELIX Academy (Better Value Care: Disinvest to Reinvest):** This focused one-day session will equip you with the tools to identify and implement better value care practices. Discover how to evaluate opportunities for disinvestment in low-value care and reinvest in high-impact solutions. The interactive format will enable you to engage deeply with the material and benefit from expert guidance to apply your learning to immediate healthcare improvements. [Learn more here.](#)

Watch the [Metro North Helix Hub Workshop](#) video here.

Both programs offer tailored training, expert mentorship, and ongoing support to ensure that you can effectively plan, implement, and evaluate your initiatives. I encourage you to take advantage of these opportunities to enhance your professional skills and drive meaningful change in healthcare.

[Apply now](#) to be part of these transformative workshops and contribute to the future of healthcare excellence.



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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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