



Dear colleagues,

I would like to acknowledge the members of our security services at RBWH after an incident on campus on Tuesday. I cannot overstate the wonderful job our security services do in keeping our hospital safe for patients, staff and visitors. Thank you for everything you do.

### **Caring for complex patients**

Each of you directly care for, or indirectly support the care of complex patients. This always requires high levels of clinical skill, collaboration and careful communication. Might I expressly acknowledge the 8AN staff, the leadership of the Surgical and Peri-operative Service Line and all other staff who supported the care of a young person in recent weeks. All involved will know how exceptional your contribution has been. Being a learning organisation, the team will be taking the opportunity to consider what we might learn from this experience.

### **RBWH is introducing Staff Excellence Awards**

For the first time this year, the Royal will host a Staff Excellence Awards ceremony to recognise and reward great achievers and celebrate the standard of excellence that is a proud tradition of RBWH. Length of Service awards 25+ years will also be presented at the ceremony.

RBWH nominations will be fed into the Metro North Staff Excellence Awards.

Nominations opened on Thursday 15 August and close Monday 16 September.

The ceremony will be held on 2 October between 2:30pm-4pm in the Education Centre Auditorium.

The nomination categories are:

- Excellence in Integrated Care
- Excellence in Performance
- Excellence in Training and Education
- Team Royal Award
- Excellence in Health Equity - Recognising our First Nations Staff
- Improving First Nations Health
- Compassionate Care - Kyle Gallagher Award
- ED RBWH Award

I am looking forward to seeing your nominations which can be submitted [here](#). We have a wonderful cohort of staff and it's nice for people to receive some deserved recognition.

### **Staff profile: Neonatal clinical nurse Lyn Chapple**

Yesterday (August 15) was International Neonatal Nurses Day, so what better time to acknowledge one of our most experienced neonatal nurses, Lyn Chapple, who has been with the Royal NICU for 30 years.

As you can imagine, Lyn has seen a host of changes in that time.

“Just the technology we use has improved out of sight,” she says.

“We are able to care for much younger and smaller babies nowadays.”

Lyn, who is also involved with Neonatal Research and works in the NeoRESQ program, says the way parents are incorporated into the babies’ care is another area that has evolved immensely.

“With things like our newborn reading program and kangaroo care (skin-to-skin), we place much more of an emphasis on parental involvement, which is great for both babies and parents.”

Lyn says her favourite part of the job is seeing the impact the care delivered at the Royal can have on families.

“We are there to support and care for not just the babies, but the whole family unit. And you can see what a difference you can make to those families who are often going through a distressing and confusing time.

“There’s nothing better than when a family comes back with their toddler or small child to say thank-you to the team – you can literally see the impact you’ve had on people’s lives.”



### **Wear It Purple Day**

Wear It Purple Day strives to foster supportive, safe, empowering and inclusive environments for young people who are part of the LGBTQIA+ community. By wearing purple on this day, it shows LGBTQIA+ people that they are celebrated and have the right to be proud of who they are. We celebrate the accomplishments of LGBTQIA+ people who can be role models for the future generations, and we can dream of brighter and more inclusive futures.

Pride in Metro North is challenging teams to come together and wear purple on Friday 30 August and be part of this International Day of Celebration. Send in your team photos to [PrideInMetroNorth@health.qld.gov.au](mailto:PrideInMetroNorth@health.qld.gov.au)

For more information, please see <https://www.wearitpurple.org/>

If you wish to join Pride in Metro North (Working Group), please email [PrideInMetroNorth@health.qld.gov.au](mailto:PrideInMetroNorth@health.qld.gov.au).

### **Positive feedback**

I’d like to share some positive feedback we received recently.

*My mother was admitted through the emergency department last week. Our experience in emergency was amazing with outstanding support, attention to detail and in how they communicated with us throughout the day. Every nurse, doctor and transport person we met offered professional, personable and positive assistance. It was evident that the culture that is embedded at the hospital ensures that staff are empowered to serve with confidence and competence. The carer support nurse is to be commended for her warmth and willingness to listen so as to action ongoing support beyond hospital. This has given us very much needed hope that my mother may recover and be able to continue at home with ongoing care. Well done to all involved. Thank you.*

I hope many of you enjoyed your Ekka public holiday this week, despite the wet weather. For those who came into work, thank you for your dedication.

Kind regards,

**Louise Oriti**

Executive Director

Royal Brisbane and Women's 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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