

## MESSAGE FROM THE ED REDCLIFFE HOSPITAL

Metro North Health

Cang Dang



Dear colleagues,

As always, it's been another busy week at Redcliffe Hospital. Your hard work does not go unnoticed, so thank you to everyone for your consistent efforts.

A note on my movements next week - I will be away Tuesday 6 August and Wednesday 7 August at the Australasian Inter-service Incident Management System (AIMS) training. This is an interagency course aimed at preparing interagency partners to collaborate and coordinate effectively in response to significant incidents that may impact our region. Thank you to Keith Von Dohren who will be covering the full delegate responsibilities for the Executive Director role on those two days.

As the expansion is well underway, we recognise the importance of workforce planning in alignment with our work on the models of care and have secured funding for a Director of Workforce Planning role. As the commencement of this work is critical, I have approached Amanda Brimson to lead this piece of work until we are able to recruit to this role once it has been created and established. An EOI to backfill Amanda's role will be out soon.

The Director of Workforce Planning position will directly report to my position and will commence when Amanda can be released from her substantive. Thank you, Amanda, for accepting this secondment until it is recruited to.

### Ask Cang

One of the questions I've been asked this week was around staff coming into work while unwell.

The answer to that question is while we are in a busy period at the hospital, prioritising our own health and well-being is crucial. It is even more important for staff who are unwell to remain at home and look after their themselves.

This not only helps in your recovery but also prevents the spread of illness to others including our patients and contributes to a healthy environment for everyone to provide the best care for our patients. Additionally, if you are a line manager or a staff member with any delegate responsibilities, and are unwell, please focus on getting better and not working. Exercising delegations when on unplanned leave may present unintended risks and issues for the line manager and/or the organisation.

### Redcliffe is now a digital hospital

**Got a question or suggestion for the Redcliffe Hospital Executive Director?**

**CLICK HERE TO ASK CANG**



We've done it! After nearly six weeks of go-live support, Redcliffe Hospital has transitioned from using paper charts to become a digital hospital. From **Monday 5 August 2024** we will transition to business-as-usual (BAU) support processes within our hospital for the integrated electronic Medical Record (ieMR).

Congratulations everyone for your hard work in adopting your new digital ieMR workflows. The success of our go-live is a testament to everyone's effort and engagement over the past year.

Contact details for your BAU support staff and teams [are available for reference here](#).

Training and system access is now managed by Queensland Digital Academy (QDA). [Please click here](#) to access a factsheet with further information on how to arrange ieMR training.

Otherwise, information on the profession-specific training courses can be accessed on the DMN Resources site [by clicking here](#).

Congratulations again everyone!

## Patient Compliment

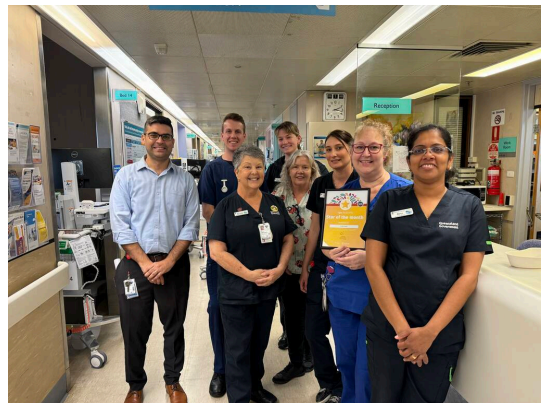
We recently received some wonderful feedback from a woman who came with her aunt (patient) to the emergency department. Well done to everyone for displaying such compassionate care.

*"I was profoundly moved by the kindness and thoroughness exhibited by your staff, despite what seemed to be a very busy environment. The nurses and doctors were not only professional but also so incredibly compassionate, treating every patient I saw with the utmost respect and care. I want to give my heartfelt thanks to all the staff in the emergency department from the admin to the doctors, nurses, x-ray staff and everyone in between. Your dedication and compassion made a significant difference."*

## June Star of the Month

Five East were excited to receive their Star of the Month award. They were awarded for consistently demonstrating a welcoming and collaborative work environment and for their professionalism in communicating for safety.

Nominate a deserving team or colleague for the August award by [clicking here](#).



## BEMS

An important day in history was made on 1 July 2024 for the Redcliffe Hospital BEMS team. On this day, with the exception of two members of the trades team, the remaining trades personnel who walked through the door that day, did so as day one Queensland Health employees. Redcliffe was extremely fortunate to retain onsite most of the trades previously employed by the contractors. We have retained an enormous amount of skill,

experience and site knowledge as part of our successful transition to a fully insourced BEMS model at Redcliffe Hospital.

We still have some gaps to fill but largely the go live goals for 1 July were achieved, and from day one, the Redcliffe BEMS team has been productive in the field. While this marks an important date, it is also important to recognise the service of the contracting companies who provided essential support to Redcliffe Hospital for over 20 years. We take this opportunity to thank ABW Electrical, Ceccato Builders, Accurate Air Conditioning, Allcome Plumbing and Col Abel Painting.

## DonateLife Week

Eight staff from Redcliffe hospital were right in the heart of the action for the exciting start of DonateLife Week (28 July - 4 August) last Sunday.

Held at Roma Street Parkland, teams bonded over three-legged races, sharpened their senses with the blindfold game, and embarked on scavenger hunts during a beautiful 2km *Walk To DonateLife* through the Parkland.

They were joined by five other hospital teams in raising awareness for organ and tissue donation, while having a bit of friendly competition.

A big shout out to team captain DonateLife Nurse Barb and the 'Reddy Steady Donate' team. Their vibrant red shirts and invincible spirit made a lasting impression as they clinched second place, barely behind the 'Royal Rebels' from the Royal Brisbane & Women's Hospital.

We know that 4 in 5 Australians say they support donation, but only 36% are registered (31% in QLD). If an extra 3 million Australians register, around 90-100 more people would receive a life-saving organ transplant every year.

You can register as an organ and tissue donor at [donatelife.gov.au](https://donatelife.gov.au).



## Redcliffe Hospital Expansion - update on the decant projects

The Redcliffe Hospital Expansion project achieved another key milestone this week, with the safe and successful relocation of our Dietetics team and the Uniform Store. As with our previous decant projects, a significant amount of planning and engagement was undertaken to ensure the Dietetics team were supported to smoothly transition to their new accommodation. Dietetics is once again co-located with the Uniform Store and are now located behind Pathology, next to the Fit-Test shed. Check out the flyer attached to this email for the Uniform Store's opening hours. And finally, I understand the final decant, involving Supply and Linen, is still on schedule to relocate next month.



## Calling Staff Champions

With Giving Day approaching on 29 August, Raise it for Redcliffe are calling for staff champions to hold a fundraiser, either individually or within your department.

- Your fundraising dollars will be matched thanks to the generous impact partners.
- You could hold a raffle, fundraiser or event in your department (talk to your line manager first). Do this any way that suits, any time that suits.
- Put up your Giving Day posters, QR codes, signs and banners to spread the word. Share with your family, friends and community.

Congratulations to 4 EAST currently top of the table with CCWC a close second.

If you'd like to [get your ward or work area involved](#), find out more here or email Lauren or Sharyn at [redcliffe@rbwhfoundation.com.au](mailto:redcliffe@rbwhfoundation.com.au).

Finally, thank you to Dr Alan Yan and the Emergency Department SMO's for inviting me to your SMO meeting last night. I enjoyed the opportunity to meet our senior Emergency Department clinicians in person, and was impressed with the genuine teamwork and collaboration that I observed. Thank you for the rich discussion that we had on a range of issues currently impacting our hospital.

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](#)