



Dear team,

I'm sure many of you have been watching the Olympic Games over the last week, sharing in the successes of our fellow Australians as they compete with athletes from all over the world. Australia currently has the third highest gold medal tally, sitting at 18. Go the Green and Gold!

For me personally, there is a great sense of pride when we watch our own people achieve. Years of training invested in a single moment to display their absolute best. Equally, there is a sense of disappointment when our people don't do as well as they'd hoped, especially with the immense dedication, training and preparation that goes into competing at such elite levels.

While the Olympic Games is very different to health care, there are similarities. In health care, we have a shared commitment to achieving the very best outcomes for our patients. The challenges of caring for patients can vary greatly depending on how sick a patient is. Some patients are with us overnight, some for days, and others for months. The skills and expertise of staff developed over many years are constantly applied towards achieving the best possible outcomes for these patients with an underlying goal of excellence. When we achieve positive outcomes, especially for patients who have been very unwell, there is a sense of fulfilment and joy because we know we have made a difference to their lives and loved ones. I can only surmise that these feelings of elation are perhaps on par with winning a medal.

Unfortunately in health care, not all outcomes are good and when this happens, there can be a large sense of loss, hurt and disappointment. As health workers, we invest ourselves in the care of others. This requires genuine commitment and compassion as well as the ability to endure and keep striving so we can continue achieving the very best results for our patients, no matter what the challenges during the journey.



TPCH Executive team members celebrating the Olympic spirit

Tier 2

A reminder that we are currently in Tier 2 for Acute Respiratory Illness with the potential to see an extension of this status with the upcoming Brisbane Exhibition public holidays. With this tier:

- All meetings should include a Teams link. Face-to-face meetings should only be held where considered essential and with use of flat surgical masks.
- Transition to all virtual training excluding essential mandatories (OVP, BLS, ALS etc.) with use of flat surgical masks.

Please be reminded to maintain good hand hygiene practices and to stay home if you are unwell.

Executive update

Executive walkarounds

This week I attended a special Aboriginal and Torres Strait Islander doctors yarning opportunity at TPCH hosted by Metro North's Executive Director Aboriginal and Torres Strait Islander Health Service, Sherry Holzapel and Chief Medical Officer, Dr Liz Rushbrook. The purpose of the session was to provide an opportunity to talk about topics such as cultural safety, load and training. While we unfortunately didn't get many staff to attend due to clinical commitments, it was good to come together and discuss opportunities for connection and support among our medical staff.



Aboriginal and Torres Strait Islander doctors yarning session

I also visited our Health Information Service down on the lower ground floor of the Main Acute Building where I chatted to Clinical Coder, Caitlin O'Halloran who stepped me through the process of coding.

Caitlin is one of 15 coders who collect and assign important clinical data relating to patient admissions for the purposes of research, funding and healthcare planning. Thanks for the education Caitlin!



Other areas visited this week included Health and Safety and Safety and Quality Unit where Cherie Franks and I dropped in to say hello and check in on the teams. Safety and Quality were hosting a yarning session, so it was a good time to visit. With regard to the recent peer review, we've submitted the action plan against the standards. A big thanks to the Safety and Quality team for their significant amount of work in this space.

This is a visit to staff at



Geoff (Good to see new ho



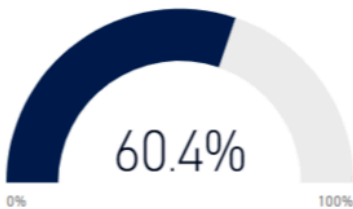
Kallangur Satellite Hospital

Fit testing

A reminder about the importance of fit testing. Disappointingly, TPCCH's fit testing compliance has gradually diminished over the last 12 months, and we are currently sitting at just above 60% - see TMS snapshot below.

Metro North TMS Training Dashboard

Mask Fit Testing Status Completed



Compliance Rate by Paypoint

Paypoint	Compliance Rate
Health Practitioners	78.4%
Health Clinical Assistants	75.8%
Aboriginal and Torres Strait Islander Health Workforce	75.0%
Managerial and Clerical	71.2%
Operational	64.4%
Professional	61.5%
Nursing	57.0%
Medical	44.4%
Visiting Medical Staff	25.0%
Total	60.4%

This level of compliance puts our staff at increased risk of illness, so if you haven't undergone your annual fit test, I encourage you to book in as soon as possible. Our fit testers are ready and waiting with a friendly smile! Please show them the same courtesy when you visit them. [Book fit testing.](#)

Advance Care Planning

Yesterday was Dying to know Day, which encourages adults of all stages to take individual action to improve their knowledge around choices for their end-of-life. This year's focus was about personalising final arrangements and seeking to encourage the 'tough conversations' now, to reduce the anguish, distress and grief experienced by loved ones later.

A big thanks to members of our Geriatric Rehabilitation Liaison Service (GRLS) and Palliative Care team who hosted an information display in the main Cafe to support the day.

Staff are encouraged to complete the [ACP Survey](#) to help contribute to future quality improvement and understand clinicians' experiences with Advance Care Planning.



Expression of Interest - Health Equity Working Groups

An expression of interest is currently open for interested TPCH staff to join various Key Performance Area (KPA) Working Groups aimed at ensuring TPCH successfully achieves its required actions as stated in the [Metro North Health Equity Strategy 2022 – 2025](#).

Staff are invited to apply to join one of five working groups based on the following KPAs within the Health Equity Strategy.

- KPA 1 – Actively eliminating racial discrimination and institutional racism within the service
- KPA 2 – Increase access to health care services
- KPA 3 – Delivering sustainable, culturally safe and responsive healthcare services
- KPA 4 – Influencing the social, cultural and economic determinants of health
- KPA 5 – Working with First Nations People, Communities and Organisations to design, deliver, monitor and review health services.

For more information on how to apply, please contact tpch-healthequity@health.qld.gov.au or phone Rebeckah Mooney, Cultural Capability Officer on 3139 6623.

TPCH Staff Excellence Awards

Next week, we will open nominations for our annual TPCH Excellence Awards to be held during TPCH Charlies Week, 21 to 25 October 2024.

Our Excellence Awards are an opportunity to recognise those individuals and teams who have displayed excellence in a particular area or field, while supporting our organisational values of respect, integrity, compassion, high performance and teamwork. This year, there are 10 categories available to accommodate the broad range of talent across our organisation. We know how busy everyone is, so we have made sure there will be plenty of time to submit nominations.

And speaking about TPCH Charlies Week, a draft program for the week will be available shortly, so watch this space!

Staff profile

Today we'll profile Administrative Officer, Fit Testing, John Moorcroft. John performs a very important role at TPCH. He provides Fit Testing for TPCH staff to ensure they have the correct size and brand of mask/respirator for their individual face, so it provides a correct seal. John works alongside Melissa Laszlo to provide Fit Testing at TPCH and on average they Fit Test 500 people a month!

Both John and Melissa have undertaken specialist training, so they are appropriately qualified to perform Fit Testing.

John loves the variety of people he meets in the role, from the Executive Director to food services staff, patient support officers and the Charlie's Angel volunteers. He prides himself on treating everyone equally and with respect when they walk in the door, and he likes going home

at the end of the day knowing he's given his best.

For some staff, the configuration of their facial hair means their mask won't seal properly. John can help out there too - he has a snazzy beard and moustache visual guide to assist - you can go for a zappa, walrus or zorro moustache and the mask will still seal.

When John is not performing Fit Tests, he enjoys watching sport such as the NRL and spending time with his family, including his three grandkids.

If your due for your Fit Test you can make a booking to see John or Melissa [here](#)



Today's quote: "Many of life's failures are people who did not realise how close they were to success when they gave up." - *Thomas Edison*

Tami Photinos
Executive Director