



Dear team,

It's been another busy week at TPCH with considerable pressures across all our services. Your hard work is always appreciated, so thank you to everyone for your tireless efforts in continuing to provide great care to our patients. We know it's a tough time for everyone at the moment.

Staff would have noticed there are many changes happening around the hospital campus. TPCH Expansion Project will reach an important milestone on Monday 26 August, when the builders take site possession of the after-hours car park to begin site establishment activities for the new Building 50. The after-hours car park will be temporarily closed for approximately three weeks.

After-hours car parking will be available in the Webster Road staff car park. A section of this car park will be cordoned off for after-hours car parking (afternoon and night shift staff) and will be open from 10.30 am until 5 am, Monday to Friday. Additional parking has also been installed around the helipad, providing approximately 50 more car parks for staff. Traffic around the helipad is now one-way only, so please ensure you are following all signage and taking care when driving around the hospital campus.

Traffic controllers are in also place to help guide vehicles, so please show them courtesy at all times - they are here to help you. We appreciate that these changes are challenging for many staff, however poor conduct will not be tolerated.

For more detailed information on the various changes and how they affect you, I encourage you to read the weekly 'What is happening at TPCH?' updates which are emailed out to all TPCH staff every Wednesday.

Good news

I am pleased to share that TPCH has this year again made the top 10 in the Golden Hip awards for the best overall performance in Australia against the indicators in the Hip Fracture Clinical Care Standard. This is a testament to the skills and expertise of our orthopaedic, geriatric medicine, anaesthetics, sub acute, nursing and allied health teams involved in managing hip fracture patients. Adding to the good news for orthopaedics is that TPCH's orthopaedic surgical service received five years accreditation from the Royal Australasian College of Surgeons. Congratulations!!



TPCH Staff Excellence Awards

Tell us who you think has done an excellent job!
Nominate a colleague or team in this year's Staff Excellence Awards.

The Prince Charles Hospital

Staff Excellence Awards 2024

NOMINATIONS OPEN!

Nominations close 5pm, Monday 9 September 2024



CLICK HERE



for more information, or contact
TPCH Communications on ext. 4329



Executive update

Executive walkarounds

This week, Director of Allied Health Perry Judd and I, along with Acting Director of Physiotherapy Aaron Lamont, had the pleasure of visiting the Vestibular Physiotherapy Service. We observed Vestibular Physiotherapist, Bella Sandstrom in action during a follow-up appointment with patient, Julie. Julie initially presented to the emergency department (ED) last week with vertigo symptoms where she was promptly assessed using specialised goggles, revealing an inner ear issue that was successfully treated with vestibular physiotherapy. Thanks to the Vestibular Rapid Access Service, patients like Julie can now contact the service directly for care without needing to revisit the ED.



Earlier this week, our Food Services team hosted a special site visit for dietitians throughout the country to observe a room service model of meal delivery in action. TPCH was the first public hospital in Queensland to introduce the room service model which provides patients with greater flexibility and choice with meals during their hospital stay.

The group of dietitians, who were attending the annual national Dietitians Australia 2024 Conference in Brisbane this week, were taken on a tour of the main kitchen, observing the room service plating line and call centre in action, many for the first time. The group was interested in the model, not to mention very impressed by the monthly specials introduced this year. A big thanks to Rahul Raj, Angela St James, Kai Elmas and Denise Cruikshank for hosting and coordinating the visit.



Food Services visit

Our orthopaedic surgical service is further improving the journey of patients with the recent opening of its new Sky Garden in Ward 2D. This is a designated recreation-style room within the ward for patients recovering from hip surgery and other non-surgical fractures, providing an open view of the outdoor environment and plenty of sunlight away from the bedside.



It is designed to enhance the recovery process of patients by improving their mood, keeping them mobile and reducing delirium. A great patient-centred initiative!

Director of Operations, Melanie Dubbelde and I visited Ward 2D this week to view the new Sky Garden and speak with new Nurse Unit Manager, Jan Martin who is profiled in today's message. In our travels, we also stopped in to visit with the Surgical Procedure Allocations team who do a fantastic job working behind the scenes to coordinate and prepare patients for their surgical journey.



Ward 2D visit



Surgical Procedure Allocations team visit

Staff profile

This week we'll profile Ward 2D's new Nurse Unit Manager, Jan Martin.

Jan, who commenced at TPCH in June, supports her nursing team to provide care and advocate for orthopaedic and geriatric patients with fractures, including hip fractures and non-surgical fractures.

Having worked across Metro North for the last 15 years in various senior nursing positions including her most recent role as Nurse Unit Manager for Caboolture Hospitals Medical Ward, Jan is passionate about empowering people to be the best version of themselves. Her new role at TPCH allows her to support other nurses to achieve great things for themselves and their careers, while achieving positive patient outcomes.

Outside of work, Jan loves the beach, sunsets and coffee, especially with family and friends. Welcome Jan!



Patient compliment

Here is an excerpt from a wonderful compliment to the staff of the Thoracic Ward, Wardspersons and Food Services.

To all staff, nurses, doctors, wardies, peer lived experience workers, cooks, service ladies and men, and anyone I have forgotten.

I just wanted to say a huge thank you to all and everyone involved for getting me back on track. After 12 years of sobriety, I had an 8-9 month relapse. The ambulance staff, acute care team and beyond, had their arms open wide and caught me in the public health system safety net.

Back on track to me means doing what you do every day and then extending it to your patients. With great patience I might add. Thanks to each and every one of you. For little ripples create, great waves. I cry with gratitude at the health I have today.

You helped me tremendously and I vow not to let my lapse and relapse to happen again but this time for 50 years, or beyond this life. Something so little like this has the ability to make my day and express my gratitude. I look forward to becoming well enough to join the peer team here at the Prince Charles Hospital.

I have learned some valuable lessons. Now I see how the world turns, thanks to you. I'd like to share an old poem - "An old pond, a frog jumps in, PLOP!"

With utter sincerity, I write to say thank you to each and every one of you, to help me find the courage in myself which was there all along. Thank you for your service, it will not be forgotten quickly.



COMING SOON

TPCH CHARLIE'S WEEK 2024

OCTOBER 21 – 25

VALUES IN ACTION

IT'S TIME TO CELEBRATE AND APPRECIATE OUR TPCH STAFF!

There's something for everyone:

- Staff awards
- Fun activities
- Staff wellness day
- Hour of Power research showcase
- The Common Good Giving Day
- Food
- And much more!

For more information, contact
TPCH Communications on ext. 4329

 **THE COMMON GOOD**
AN INITIATIVE OF THE PRINCE CHARLES HOSPITAL FOUNDATION

 **Super**
Part of Australian Retirement Trust

 **Metro North Health**

 **Queensland Government**

And finally, just letting everyone know that I will be away for a few days next week to farewell my father who very sadly passed away last week at the age of 91. For those staff who have experienced the passing of a parent, it is certainly never easy no matter what age they are.

Today's quote

'Health is a state of body. Wellness is a state of being.' - J. Stanford

Tami Photinos
Executive Director