

Metro North Health

Message from the Board Chair

Bernard Curran



Dear Colleagues

As we reach the end of August, I want to take a moment to acknowledge the unwavering dedication and exceptional performance demonstrated by all staff across our organisation, especially during this winter period of heightened demand on our services. Your commitment to excellence and resilience in the face of challenges continue to drive delivery of the highest level of care to the consumers of Metro North Health.



Healthcare Ambassador Program Australia

August has brought a robust calendar filled with events, presentations, and opportunities for collaboration. The Board Safety and Quality Committee met on Thursday 22 August and received an insightful presentation from the QLD Occupational Violence Strategy Unit (QOVSU) on the success of their HAMPAs® program.

HAMPAs® (Healthcare Ambassador Program Australia) is an initiative which has demonstrated a significant reduction in reactive security interventions and promotes the delivery of patient-centred care in a safe clinical environment. An ambassador is a non-traditional security officer who works closely with the clinical team in areas of need to build therapeutic relationships with patients through active engagement and de-escalation.

Metro North Health currently employs 30 Ambassadors across multiple facilities with exceptional feedback and appreciation from patients, families, and staff.

I look forward to watching the growing success of the HAMPAs® program and commend the QOVSU team on all their incredible work to date.

Empowerment of growth

On a recent visit to one of our facilities, I had the pleasure of meeting one of our dedicated nurses who shared with me her inspiring journey at Metro North Health. Over the years, she has taken full advantage of the many opportunities that have been available to advance her career and professional development. Hearing firsthand about her growth and the support she has received to achieve her goals filled me with immense pride.

It is stories like these that highlight the importance of our commitment to fostering an environment of high performance and excellence where staff can thrive, advance, and make meaningful contributions to the community. Her experience is a testament to the culture of opportunity and support that is cultivated here at Metro North Health.

Thank you again to all staff for your continued dedication in the pursuit of excellence.

Regards

Bernard Curran

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