



Dear colleagues

It's no secret I am passionate about coaching and the **impact the coaching approach** can have on your own career and those you work with. It's for this reason I am pleased to be able to continue to act as the Executive Sponsor for Metro North coaching.

We are building a coaching culture here at Metro North and it was great to see a wonderful turn out recently for the special guest coaching workshop at Herston. **Over 200 employees from across all levels, streams and directorates** gathered for a three-hour session with world-renowned thought leader in coaching and best-selling author, **Michael Bungay Stanier**. Michael's books, including *The Coaching Habit* and *Do More Great Work*, have sold over 1.5 million copies and his work has been featured in Forbes and The Huffington Post.

Needless to say, we were lucky to have Michael offer his time and present strategies for our staff to work on, such as:

- Tips to have better workplace conversations
- Sharpening your feedback game
- Secrets to building great work relationships



We are keen to offer more learning and development opportunities like this to our people, so keep an eye out for what's on offer under 'training and development' on [QHEPS](#).

I can't stress enough the value of coaching, whether you're a manager, a staff member or an executive leader – being curious and asking questions to help support colleagues

generate their own solution is empowering for our people.

If you haven't participated in our Metro North coaching program, now is the time! It's a great development opportunity and will open your eyes to better ways of working with people. Find out more on [QHEPS](#).

Remembering 9/11

For most of us who are old enough to remember, it is a day not to be forgotten. It is 23 years since the events of 9/11, which impacted individuals, families and indeed the world.

I am reminded every year of the 343 firefighters and paramedics and 23 police officers who lost their lives; the largest loss of emergency personnel certainly in US history. They all turned up that day to do their jobs in service of their communities. Their sacrifice is remembered and honoured to this day.

Just like us, these emergency responders worked with colleagues across care environments to help, heal and support individuals and their communities.

There were countless acts of heroism, kindness and unity demonstrated that day and in the aftermath of the destruction. I am encouraged that despite the adversity, we saw resilience and compassion.

As we remember 9/11, let's commit to being a bit kinder to each other and our emergency service colleagues, and let's challenge ourselves to be more compassionate through even small acts of kindness.

"No day shall erase you from the memory of time," - The Aeneid by the Roman poet Virgil.

Warm regards,

Jane

A/Executive Director Clinical Services **Ila Stuer**

The HEI Telehealth team will be visiting facilities during Telehealth Week from 14th – 18th October 2024. Looking ahead, our Virtual Care Telehealth consumer-facing webpage will launch in November. This comprehensive resource, translated into eight languages and Easy English, has been meticulously crafted with inclusivity in mind.

For those committed to advancing healthcare practices: the **HELIX Academy Workshops and HELIX Support Program** will be providing two exceptional opportunities for Metro North Health staff. These programs are designed to enhance your skills in tackling critical healthcare challenges through effective implementation and value-based care strategies. Both programs offer tailored training, expert mentorship, and ongoing support to ensure that you can effectively plan, implement, and evaluate your initiatives. I encourage you to take advantage of these opportunities to enhance your professional skills and drive

meaningful change in healthcare.

HELIX Academy (Implementation Practice): This two-day intensive workshop will immerse you in practical skills essential for successful healthcare implementation. You will gain hands-on experience in stakeholder collaboration, actionable planning, and applying readiness tools to effectively evaluate and plan your projects. Learn from esteemed experts, including Professor Jed Duff, and immediately apply your new skills to real-world challenges for impactful results. [Learn more here](#)

- Workshop Dates: 3rd & 9th October 2024

HELIX Academy (Better Value Care: Disinvest to Reinvest): This focused one-day session will equip you with the tools to identify and implement better value care practices. Discover how to evaluate opportunities for disinvestment in low-value care and reinvest in high-impact solutions. The interactive format will enable you to engage deeply with the material and benefit from expert guidance to apply your learning to immediate healthcare improvements. [Learn more here](#)

- Workshop Date: 31st October 2024

[Apply now](#) to be part of these transformative workshops and contribute to the future of healthcare excellence.

The next HELIX Grand Rounds will be hosted on 25th September from 12pm – 1pm, with guest Speaker Jed Duff presenting 'A beginners guide to implementation theories'. [Register](#) by emailing the HELIX Hub.

Play the Helix Hub video.



HELIX HUB
Healthcare Excellence through Leading Innovation and Collaboration Hub

'A BEGINNERS GUIDE TO IMPLEMENTATION THEORIES'

SEPTEMBER 25TH

12:00PM

JED DUFF

HELIXHUB@HEALTH.QLD.GOV.AU TO OPT IN

Metro North Health | Queensland Government



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High performance | Teamwork

Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.



Queensland
Government

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