



Dear colleagues,

The 2024 **R U OK? Day** theme is – “Ask R U OK Any Day” encouraging us to have authentic, supportive conversations every day of the year.

A lot can happen in a year, a month, a week. Whether it’s a colleague, a friend or a family member, the people you care about go through life’s ups and downs every day.

R U OK? and Shatter the Stigma have also partnered this year to remind us that *it is ok not to be ok*.

By having regular, meaningful conversations, you build trust and normalise talking about what’s really going on, so when the people in your life are not ok, they know you’re someone they can talk to.



For any distress, personal or professional, I encourage you to reach out to our [Mental Health Peer Responders](#); a group of your colleagues trained in Psychological First Aid who are ready to have confidential and supportive conversations any day of the year. Alternatively, you can seek support from [Telus](#) or the [Staff Psychology Service](#).

MNMH R U OK? Champion

During August, invitations were sought from staff across Metro North to nominate a colleague to be their workplace’s **R U OK? Champion**.

Thirty-eight nominations were received across MNMH resulting in Scott Harris being crowned our 2024 champion with seven nominations. Scott’s nominations included common themes such as his daily check-ins and making all members of staff feel valued and supported.

“I didn’t set out to win any awards so it’s humbling to be recognised by my colleagues,” Scott said.

“Checking in with people takes just a few minutes each day and makes us aware of how people are travelling.”

“Working in mental health can be stressful, and sometimes the supporters need support – anything we can do to look after the wellbeing of our staff benefits the person, the team, and ultimately our consumers.”



Special mention must also be made of Rose Creswell who received five nominations, and the other nominees who have a positive impact on their workplaces each day.

Caboolture Adult Mental Health Team (CAMHT)

As you can see from the photo above, I visited the CAMHT to present Scott with his R U OK? Champion award and spent some time hearing about the team's great work.

The team has been busy supporting consumers in the community in new and innovative ways and they're already looking for ways to expand into 2025 and beyond.

Their new programs include Cognitive Behavioural Therapy for Psychosis, Anxiety Management and a Dialectical Behaviour Therapy skills group. A Psychology Brief Intervention clinic has also been established to improve support, promote recovery, and facilitate consumer transition to primary healthcare.

The planned commencement of specialist clinics to support medication administration and the addition of allied healthcare including a dietician, will further improve supports.

The CAMHT is also an enthusiastic supporter of and participant in worthy causes. They've raised more than \$1,000 for both the Longest Table Cancer Research campaign and the Push-Up Challenge to support mental health awareness.

The team's commitment and enthusiasm to support these initiatives has built morale and fostered a can-do attitude within the team.

Part 9 review

On Wednesday 4 September 2024, I hosted a virtual forum to share the outcomes from the Part 9 review into the mental health adult inpatient unit at The Prince Charles Hospital (TPCH).

The review looked at the care delivered to people in the unit between December 2022 and April 2024, a period in which three people died by suicide and two others survived suicide attempts.

The external review panel acknowledged the efforts of MNMH staff and leadership in taking immediate steps to address these incidents and for addressing recommendations made following each incident review.

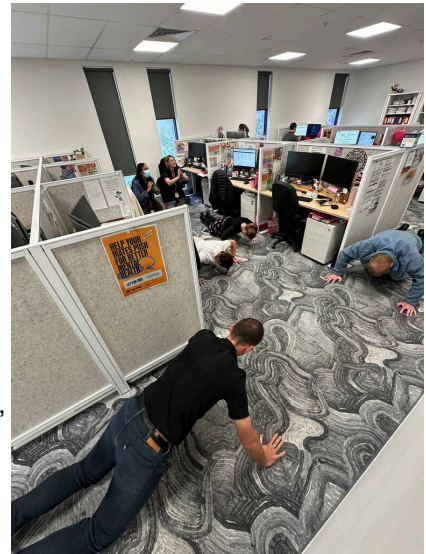
They also confirmed that sound incident review methodology had been used and that the recommendations made were appropriate for the service.

In total, the review panel made 22 recommendations, including to continue implementing 12 recommendations from the incident reviews mentioned above.

These recommendations were grouped under broad themes including incident reviews; models of care; capacity and demand; governance and structure; workforce; and infrastructure and environment.

Key observations from the review panel included:

- continuing to embed improvement activities, many of which are underway, will support patient care
- additional resources or alternative approaches may further improve patient flow, workload management and patient care
- recommendations will take time and additional resources to embed
- existing recommendations and safety risk concerns identified via the incident review process need to be urgently addressed
- MNMH-TPCH is already taking steps to address concerning safety risks that require immediate intervention
- these risks are not unique to TPCH or MNMH
- staff and leadership of MNMH are supportive of the review and its outcomes.



I encourage all MNMH staff to read the [Executive Summary and Table of Recommendations](#) and the [MNMH response](#), as these findings are relevant to and have application across all of our services.

I would also like to acknowledge Metro North's Chief Operating Officer Jane Hancock who attended our virtual forum and committed to working alongside MNMH to continue to improve our services.

Finally, I'd like to offer my sincere thanks to staff of MNMH-TPCH who are committed and continually striving to deliver the best possible services. Your ongoing efforts are greatly appreciated.

Opening of Nujum Jawa Crisis Stabilisation Unit

In just four days our newest facility, the Nujum Jawa Crisis Stabilisation Unit (CSU) at TPCH, will begin delivering services.

Nujum Jawa will provide short-stay mental healthcare for people experiencing a mental health crisis in a welcoming and culturally safe environment. It will significantly improve access to frontline acute mental health services for our Metro North consumers.

A person in crisis who presents to this unit will be attended to quickly by a specialist in mental health care. This around-the-clock care will be provided by a multidisciplinary team, including those with lived mental health experience.

Having a responsive mental health service means it is more likely that people will seek the help they need sooner and reduce the risk of harm and further escalation in their mental health crisis.

Ahead of receiving patients, Nujum Jawa hosted a number of significant events including:

- a cultural event including Smoking Ceremony performed by Uncle Joe Kirk and VIP tours for significant guests and stakeholders (Tuesday 10 September 2024).
- an open day and tours for staff, carers, consumers, emergency services and community members (Monday 9 September 2024).
- a media launch event attended by the Hon. Steven Miles MP, Premier and the Hon. Shannon Fentiman MP, Minister for Health, Mental Health and Ambulance Services and Minister for Women (Thursday 5 September 2024).





I would like to extend my sincere thanks to Louise Durant for leading the co-design and delivery of this contemporary service and building and to everyone involved in this important work. Your efforts haven't gone unnoticed and you should all be incredibly proud of this achievement.

Metro North Health Staff Excellence Awards

The Metro North Health Staff Excellence Awards recognise excellence across a range of clinical, non-clinical and operational categories. They celebrate staff who make a significant contribution and demonstrate a strong commitment to Metro North values, either as individuals or a team.

With four new award categories this year, I encourage staff from across MNMH to submit a nomination. We've addressed numerous challenges in 2024 and have continued to innovate and improve to deliver better outcomes for patients and staff.

Let's share these outcomes with the rest of Metro North to help celebrate our successes

Nominations are now open and the new categories include:

- Board Safety and Quality
- Excellence in Consumer Partnerships
- Emerging Leaders
- Non-clinical Excellence in Operations.

To view all award categories and to submit a nomination, click [here](#). Nominations close at 5 pm Wednesday 16 October.

SAVE THE DATE

Metro North Health Staff Excellence Awards 2024

Friday 22 November 2024
Brisbane Convention and
Exhibition Centre



Proudly sponsored by 
Part of Australian Retirement Trust

MNMH research symposium

The 2024 Metro North Mental Health (MNMH) Research Symposium (27 August 2024) highlighted the quality and diversity of research, evaluation and service improvement activities undertaken across MNMH.

Director of Research Strategy and Evaluation MNMH, Associate Professor Kylie Burke, said the event provides a platform to share high-quality research and service improvement initiatives that support better outcomes for mental health consumers, families and staff.

“Coming together like this allows us to share learnings with like-minded colleagues and to apply these learnings in our own clinical and research environments,” Associate Professor Burke said.

“This year’s presentations highlighted the importance of partnering with people with lived experience and their families, carers and support people in our research and the significant benefits these collaborations can deliver.

“It was also hugely encouraging to see research being supported across our full range of services and to feel the shared desire for improvement throughout the day.”

2024 award winners

Best free paper – *Working differently - Phases of care* (Sally Mercier, Inner North Brisbane Mental Health Service)

Best rapid paper – *Early trends in HCV testing and treatment at a Brisbane needle and syringe program* (Kylie Page, Biala Alcohol and Drug Service)

Lived experience choice award – *Physical activity of inpatients under forensic mental health care: A mixed methods study* (Dr Katherine Moss, Queensland Forensic Mental Health Services)

For more information on research at MNMH visit [QHEPS](https://www.qheps.org.au) or email MNMHResearch@health.qld.gov.au.



Kind regards,

Dr Kathryn Turner

Executive Director,

Metro North Mental Health

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