



Dear colleagues,

Peer Review

For two days this week, 17 peer reviewers led by Grant Carey-Ide (ED Clinical Governance MN) worked through our organisation reviewing our alignment with the National Safety and Quality Health Service Standards (NSQHS). This is an annual event that supports us in between official accreditation visits by the ACHS (last undertaken in January 2024). The findings strongly supported a significant improvement from our last peer review. The reviewers spoke positively of the warm welcome they received, staff engagement and pride in their work as well as clear exemplars of compassionate care that were observed. Particular mention was made of the improvements made by the Sexual Health team and the Brisbane City Watch House.

We do have work to do in relation to mandatory training especially PDPs, hand hygiene awareness and a few other areas that I will talk about in future messages once the report is through. Many thanks to each and every one of you for demonstrating “kind, safe and inclusive quality care every day”. Special thanks to Sarah Black, Cath Watson and the Safety and Quality teams for coordinating the peer review.

Operational Services Recognition Week and Patient Support Services recruitment

In positive news, Patient Support Services have just completed a three-month recruitment process. The outcomes to date:

- 34 new casuals appointed
- 48 casuals converted to permanent appointments
- 4 new theatre-trained staff
- Significant decrease in overtime and fatigue.

Operational Services Recognition Week is coming up (7-11 October), where we acknowledge the important role operational staff play in the delivery of quality and effective healthcare within our hospital and healthcare facilities throughout Queensland.

[Find out more here.](#)

Royal refurbishments

A message from the Facilities team: We appreciate everyone's patience and cooperation with the change in hand dispenser units across the facility. We have heard your concerns and it is our goal to ensure we continue to support any issues raised. If any area is missed or you have matters that need escalating please direct these to rbwh-director-facilityandsupportservices@health.qld.gov.au and we will make sure any questions are answered and issues are rectified. Thank you.

We have a lot of upgrades and refurbishments going on around RBWH at present – here's an

overview of what's going on:

Timelines on RBWH projects

- Tork dispensers installation – complete
- 7B mini refurb – start of October – in progress
- Wattlebrae 16 room refurbishment – end of September – in progress
- QPS in Building 15 – start of November – in progress
- CC & CSS flooring replacement – complete.

Capital Works Projects

Central Sterilising Department – James Mayne Building

- To be built on the roof of the JMB
- Is in the design and planning phase.

Queensland Cancer Centre

- Initial design and planning phase
- Design engagement and consultation occurring.

PEC Relocation and Refurbishment

- Design and planning stage
- Tender is underway.

Safe Work Month

October is National Safe Work Month – a time for all within Metro North Health to strengthen their commitment to building safe and healthy workplaces. The theme for 2024 is 'Safety is everyone's business'.

The month provides an opportunity to focus on the importance of safety in the workplace and as a part of the initiative, your local Safety Advisors have planned a Walk n Talks programme within Herston campus along with:

- An all-staff BBQ (3 October at 11am)
- A Health and Safety Representatives forum and appreciation morning tea next Thursday (26 September at 9:30am).

[Click here for the full Safe Work Month event schedule.](#)

Malnutrition Awareness Week

It was International Malnutrition Awareness Week last week (16-20 September), in which the aim has been to empower all members of the health care team (including patients and families) to do what they can to prioritise nutrition as part of a patient's care. The more we can decrease malnutrition in our health care system the more we will reduce lengths of stay and chances of readmission.

Celebrity Chef Alastair McLeod joined us for the week, highlighting how food can provide more than just nutrition—it can bring moments of joy and comfort to patients during their hospital journey. Highlights from the week include:

- A panel discussion in the RBWH atrium, where Alastair shared his thoughts (and sense of humour) alongside Dr Alison Mudge (physician), Elise Treleaven (dietitian) and Dale Trevor (consumer), emphasising the link between good food and overall patient wellbeing.

-Wards got into the spirit with their creative displays promoting nutrition and malnutrition

prevention. Big congratulations to Winners 9BS (with their Alice in Wonderland theme, including a Mad Hatters Tea Party for patients) and 7AN (where it was Cloudy with a Chance of Good Nutrition).

-A recipe competition, with the winning recipes—chocolate swirl brownie, cranberry oat slice, and ham and pickle bread, created by Bruce (dietetic assistant), Brooke (dietitian), and Scott (cook), now featuring as part of the hospital menu!

What a fantastic week of raising awareness and celebrating nutrition at RBWH! Food and nutrition always features strongly in our patient feedback, sometimes highlighting areas for improvement but often full of praise, such as this letter from patient Chris:

“Just a short note to acknowledge the fine fare you offered in meals delivered to patients. I was amazed at the variety in the menu and the very high-quality offerings. I have been in hospital (too many times) and have others to make comparison – you excel.”



Due diligence training

Recent amendments to the Workplace Health and Safety Act are placing greater emphasis on due diligence for organisations and individuals. Accordingly, all managers at RBWH are required to behave as officers under the WHS Act and exercise due diligence to support officers and Metro North Health in meeting health and safety obligations and protect workers and others from risk

Due diligence includes personally taking reasonable steps to establish systems and resources that enable safe workplace practices, positive communication and consultation processes and effective reporting.

It is a requirement of the QH Human Resources Mandatory Training Policy that Executive positions (and above) complete the online Health, Safety and Wellbeing Due Diligence training (via TMS) within 90 days of commencement and every two years. I strongly encourage all staff in management roles to also complete the training.

Positive feedback

I'd like to share some positive feedback the Cardiology Department received.

"I thought I would drop you a line or two and pass on my sincere thanks to the Cardiology Department for the magnificent way I was treated at the hospital recently. When I arrived at the third floor, I was a little nervous but that was soon put to ease by a wonderful nurse where I was to have my ablation procedure, then the fun began. I was prepared for the procedure and was constantly given professional care by all the great nurses.

"The care I was given here was wonderful by all members of the medical staff, even the tea lady was very understanding and helpful. A big pat on the back to a magnificent team."

Thank you for all that you do in caring for our community.

Kind regards,

Louise Oriti

Executive Director,

Royal Brisbane and Women's Hospital

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.



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