



Dear team

Yesterday was R U OK Day, a reminder to check in with our colleagues on any given day, to make sure they are going okay.

We know that health care can be a very challenging environment. We invest a lot of time and energy into caring for others, so it's essential we take care of our own well-being and the well-being of those around us. Feeling supported helps us stay in a good place when we come to work and go home each day to our loved ones. So please take the time to check in with a colleague, if you feel they are struggling. The small question 'Are you okay?' can make a big difference to someone going through a tough time.

Members of our Executive wore yellow in support of R U OK Day, and visited the majority of areas throughout the hospital to check in and hand out some goodies which were well received by staff. A special edition Grand Rounds session on challenging and changing culture was also held, focusing on how gradual improvement in workplace culture can lead to a positive and respectful environment which benefits patient and staff care. Thanks also to those teams who supported the day in their own local work areas.



Children's Ward



Adult ED



Car parking update

Re-registering of vehicle details

A reminder that staff are required to update their vehicle registration details by Monday 23 September in order to maintain their current swipe access to respective staff car parks.

How to update your details:

Option 1: (in person)

Please attend the Education Centre office, Monday to Friday, between 8am and 4pm where staff can assist you with completing an application form.

Option 2: (electronic)

Complete [TPCH Proximity Application Form](#) ensuring you fill in updated contact details and your vehicle registration details.

You will need to attend the Education Centre to collect a parking permit if you do not have one. Please await contact from the Education Centre prior to attending.

Once you have received your permit, you must display it on your vehicle at all times while parked on campus. This can include on your dashboard if you prefer.

Staff forum

Many questions about car parking were raised at our staff forum yesterday. For those who were unable to attend the forum, the various presentations provided during the forum are below.

[TPCH Expansion Project Update](#)

[Car Parking Project](#)

[Staff Parking](#)

[Crisis Stabilisation Unit](#)

We will also include a Frequently Asked Questions in my message next week, containing answers to questions asked during the forum.

Good news

I'd like to share positive achievements from some of our teams:

Surgical Service - Data from the July National Surgical Quality Improvement Program Summary has shown some positive outcomes:

- General Surgery ranked best in Australia for post operative UTI rates
- Orthopaedic Surgery ranked best in Australia for post operative unplanned reoperation and unplanned re-intubation.

Health Information Services and the Outpatient Data Quality Team have achieved some great results in finalising the hospital's recorded activity position for 2023-24. This position is essential in helping maintain TPCH's funded activity which in turn, allows us to treat more patients in the upcoming year. Results over the previous four weeks include:

- 479 clinical documentation queries answered
- Additional 2,370 audits conducted
- Generation of significant additional recorded activity in Outpatients through the review and update of appointment data.

Well done!

Executive update

This week, the Executive team hosted a free ice cream stall to thank staff for their hard work

throughout the year. We had a great response with over 1,000 staff making their way down to the Café to collect their well-deserved treat.



I also had the opportunity to attend a site visit for our new multi-storey car park which is due for completion in late February/early March next year. The car park is tracking well, with level six pours currently progressing and to be completed by the end of this month. The new car park will provide approximately 1,500 additional car parking spaces which will certainly help relieve current parking pressures on our campus.



Site visit to multi-storey car park

Diversity, Equity and Inclusion Plan

Metro North aspires to have a workforce that is representative of our community. Better employee and consumer experience, better patient care and improved decision making come from having a workforce that reflects the diversity of the community we serve. Metro North is currently seeing input to its draft Diversity, Equity and Inclusion Plan. If you'd like to view the draft plan and provide feedback, please email: Katrina.Avery@health.qld.gov.au



Program out now!

PCCH CHARLIE'S WEEK
PCCH 2024 **OCTOBER 21 – 25**

Click here to see what's on

**VALUES
IN ACTION**



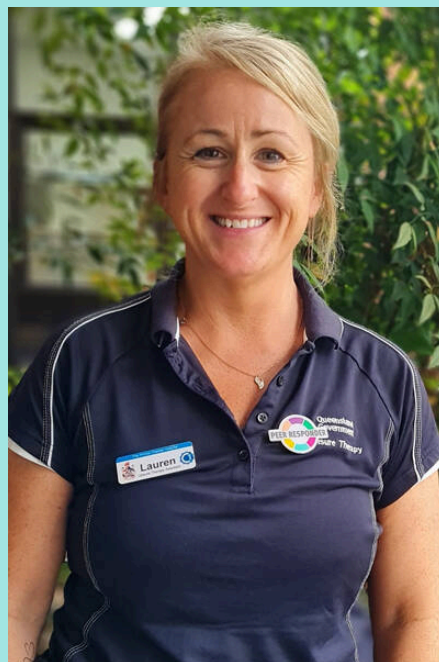
Staff profile

Today we'll profile Peer Responder, Lauren Vincent.

Lauren, who is a Leisure Therapy Assistant in the Rehabilitation and Acute Stroke (RAS) Unit, became a Peer Responder about two years ago, after deciding that she could apply the skills she uses in helping patients to help her fellow colleagues. Lauren enjoys being a confidant to people in times of need, especially with the fast-paced and often stressful nature of the hospital environment. She values being able to sense if people have a low mood or change in behaviour, and offer a chat if needed, providing staff with a safe outlet to feel supported.

Lauren is passionate about mental health, holistic healthcare and the need for people to live their best life, based on their individual choices and aspirations.

In her spare time, Lauren loves spending time with her family. She especially enjoys being 'nanny' to her two young granddaughters whom she often takes to the playground. Her other hobbies include photography, hiking, bush walking, the gym and going to the beach.



Metro North Health Staff Community Facebook Page

Metro North Health is trialling a new way for everyone to share good news about what's happening at TPCB. The new Metro North Health Staff Community Facebook Page is now open, and all TPCB staff are invited to join.

The Page has been designed to give Metro North staff more options for sharing fun events and good news in a more convenient and interactive way.

Joining the Page is optional, and it won't replace any of our traditional information channels, or be used for confidential or clinical information. The Code of Conduct will also apply to everyone using the Page.

It's something that has worked well in other Health Services in Queensland, and I encourage everyone to give it a try by [clicking here](#).

Today's quote:

"If you see someone without a smile, give them yours." - Dolly Parton

Kind regards,

Tami Photinos

Executive Director

The Prince Charles 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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Health



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