

# Executive Message

## Metro North Health



### Chief Executive Adj. Prof. Jackie Hanson



Dear colleagues,

I am pleased to share with you the list of finalists for our 10<sup>th</sup> annual Metro North Staff Excellence Awards. This year we received a record number of nominations, spanning all our facilities and many different roles. I was happy to read so many nominations about our staff achieving great things.

**Please join me in congratulating our Metro North Staff Excellence Awards – 2024 Finalists below.**

#### Board Safety and Quality

- Home is Where the Hyperemesis Heals, RBWH
- Metro North Clinical Governance Short Notice Accreditation Peer Review Program, Metro North
- Piloting the introduction of ultrasound- guided cannulation in the Hospital at Home service to maximise first-attempt success for the management of DIVA: A quality improvement project, COH
- Specialised Aged Care, Community and Oral Health
- Anaesthetic Patient Experience Survey, STARS
- Pharmacist-Led Post-Operative Pain Project, STARS

#### Emerging Leaders (new)

- Christopher Henaway, Metro North
- Donna Ryan, Redcliffe
- Michael Wilson, Metro North
- Raden Sualit- Fostering Relationships and Connections through Supportive Leadership, Metro North
- Stars 6A Nurses, STARS

#### Excellence in Consumer Partnerships (new)

- Creation of the Peer Support Group for Post-ICU Patients, Redcliffe
- Deadly Feet, RBWH + HEI
- From documents to digital: co-designing nutrition videos to improve patient care, STARS
- Joel Dulhunty, Redcliffe + RBWH

### **Excellence in Integrated Care**

- Aboriginal and Torres Strait Islander Healthy Ageing Clinic
- Dancing Towards Health: Queensland Ballet and STARS Dance Rehab Partnership, STARS
- HOPE - The Heart Outreach Program for Health Equity, Heart Lung Clinical Stream
- Mental Health Intensive Discharge Team, Metro North Allied Health
- QAS Falls Co-responder model - core to health, Community and Oral Health
- The Persistent Pain Service: A Caring Pathway for Mob and SPAN-PHN programs, RBWH

### **Excellence in Performance**

- Behavioural Emergency Response Team (BERT), Metro North
- Brisbane City Nurse Led Walk in Clinic, Community and Oral Health
- Dr Enoka Gonsalkorala, STARS
- HEI qhRefer, Metro North
- Improving care for our most vulnerable patients: Reducing unplanned extubations in the NICU, GSNU and the Clinical Skills Development Service
- Danilo Carluccio, RBWH
- Optimising Staff to Optimise Care, Mental Health

### **Excellence in Training and Education**

- Insight: Centre for Alcohol and Drug Training and Workforce Development, Metro North
- Jaryth Twine, The Prince Charles Hospital
- Metro North Coaching Program, Metro North
- Redcliffe Ultrasound Department, Redcliffe
- The QUT Metro North Nursing & Midwifery Academy, Metro North

### **First Nations Staff**

- Aunty Janet Dunn, RBWH
- Jeleacha Hopkins, TPCH Chermside Community Health Centre
- Stella Bamaga, Caboolture, Kilcoy and Woodford
- Tina Bond, Indigenous Mental Health Intervention Program
- Uncle Elwyn Henaway, Redcliffe

### **Improving First Nations Health**

- Genetic Health Queensland, RBWH
- Health Service Strategy and Planning Team, Metro North
- Improving detection and management of hearing loss in Aboriginal and Torres Strait Islander Adults, RBWH
- Kim Walker, The Prince Charles Hospital
- Strong Start to Life, Metro North

### **Innovation**

- Co-designed Digital Application to Support Patient Preparation & Recovery for Surgery: My Surgical Pathway Prototype, RBWH

- Embedded Education - The Workforce Pipeline for Nuclear Medicine Scientist's into Queensland, RBWH
- Hands Rapid Access Clinic, The Prince Charles Hospital
- Louise Durant - Nujum Jawa Crisis Stabilisation Unit, The Prince Charles Hospital
- The DARE Framework for high value care: Discover, Abandon, Reinvest or redesign, and Evaluate, The Prince Charles Hospital
- TPCB Vestibular Physiotherapy Rapid Access Service, The Prince Charles Hospital

### Leadership

- Donna Ryan, Redcliffe
- Dr George Javorsky, The Prince Charles Hospital
- Dr Lucy Cooke, RBWH
- Eleanor Thompson, Community and Oral Health
- Rajni Nair, Metro North

### Non-clinical Excellence in Operations (new)

- Hunter Eyre, Caboolture Hospital
- Joseph Chawalczak, Community and Oral Health
- Norm Stevens, Caboolture Hospital
- Ry Abel, RBWH
- The Outdoor A Team, Redcliffe

### People Focus

- Behavioural Emergency Response Team (BERT), Metro North
- MACIE (Midwives providing Antenatal Continuity to Improve Engagement) Antenatal Clinic-Caboolture Hospital, Caboolture Hospital
- Metro North Voluntary Assisted Dying Team, Metro North
- Redesigning Ophthalmology care, STARS
- Post-Operative Discharge Support Service, STARS
- The personal dimension of treating the person as an individual affects the way people approach fragility and end of life, Community and Oral Health
- The Redcliffe Hospital Staff Wellness Working Group, Redcliffe
- Tia Kemp: Clinical Nurse Consultant - Plastics MVP, RBWH

### Values in Action

- A values-driven approach to Leading Change through Projects, Metro North
- Kylie Hosking, STARS
- Mental Health Peer Responders, Metro North
- Parker Michaels, Caboolture Hospital
- Raj Singh, STARS

### Kindness Works Here Week – 11 15 November 2024

We are partnering with the [Hush Foundation](#) who have been leading the effort to improve quality and safety cultures in healthcare with kindness for over two decades. Their [Kindness in Action program](#) supports teams to practically apply the key values and behaviours which underpin quality and safety.

We will be kicking this off with ***Kindness Works Here week*** from **11 – 15 November**. Kindness Works Here week aims to bring together all the voices in healthcare, celebrate what is being done well, give practical examples of good practice, and nourish our healthcare workforce with kindness.

During the week of activity, the Hush Foundation have a great lineup of online speaker events – the *gathering of kindness* series – featuring daily presentations from national and international thought leaders on the following topics. I encourage you all to join as many events as possible.

***Kindness Works Here Week events:***

**Monday**

- 11.30am – 12.30pm
- **Structural kindness – working smarter not harder**
- What actions and policies encourage respectful and high-functioning workplaces?
- [Join here](#) p/w GOK2024

**Tuesday**

- 11.30am – 12.30pm
- **The knowledge gene**
- Ground-breaking new science on creativity, diversity, learning and health.
- [Join here](#) p/w GOK2024

**Wednesday**

- 7.30am – 8.30am
- **What matters to you and why it matters to healthcare**
- The movement towards more person-centred care for both patients and colleagues.
- [Join here](#) p/w GOK2024

**Wednesday**

- 11.30am – 1.30pm
- **Arts in health / health in arts**
- Writing, music, story-telling and Haiku in celebration of World Kindness Day.
- [Join here](#) p/w GOK2024

**Thursday**

- 11.30am – 12.30pm
- **Reciprocal respect – the pitfalls of bias and power of partnership**
- Understanding factors such as age, ethnicity, and diversity leads to more effective relationships with patients and amongst staff.
- [Register here](#) Use code **SUBORG100** for free access

**Friday**

- 11.30am – 12.30pm
- **The patient patient**
- Louise Scott, mother of three on her recent experience with non-Hodgkin's Lymphoma, in conversation with her doctor Stephen Walker.
- [Join here](#) p/w GOK2024

As a collective, we can use kindness to elevate the way we work, finding that sweet spot

between happiness and satisfaction in our careers, while striving for the best patient experience and outcome.

I encourage all teams to get involved with local Kindness Works Here week activities where possible. This is a great opportunity to connect with each other and share that compassion we have for our patients and each other. You can find ideas for team activities on the [Hush website](#).

Kind regards,  
Jackie

Acting Chief Executive  
**Adj. Prof. Jane Hancock**



Dear colleagues

As a former critical care nurse in a major Sydney ICU, I've experienced occupational violence firsthand – an incident that left my uniform torn and my confidence shaken. I know many of you have similar stories or have watched colleagues face abuse.

The statistics are sobering: 95% of healthcare workers experience occupational violence during their careers, ranging from physical assault and verbal abuse to sexual harassment and technology-enabled threats.

Let me be crystal clear: This is not part of our job; it is simply not on!

Every staff member must:

- Know how to de-escalate volatile situations
- Be familiar with available support resources
- Understand our incident reporting procedures

Anna Thomas, the Metro North Occupational Violence Project Officer and the Queensland Occupational Violence Strategy Unit are going on a roadshow in November to be on the ground at our hospitals, where you can chat directly to the team and learn more. Those who attend will learn about:

- Unacceptable Behaviour Discharge from Care procedure
- Post critical incident supports in Metro North
- Occupational violence initiatives

**Your call to action -**

Register now to attend your closest OV roadshow event:

- Caboolture Hospital, Wednesday 13 November. [Register here](#).

- The Prince Charles Hospital, Thursday 14 November. [Register here.](#)
- Redcliffe Hospital, Monday 25 November. [Register here.](#)
- Royal Brisbane and Women's Hospital (for Herston staff), Wednesday 27 November. [Register here.](#)

I encourage all staff who are able, to come to a session. You can also read more about OV and access resources on [QHEPS](#).

If you have experienced occupational violence and need support please talk to your manager or alternatively contact [Telus](#) (employee assistance service.)

Your safety and wellbeing are paramount. If you experience or witness occupational violence, report it. Let's support each other and maintain a safe workplace for everyone.

Warm regards,  
Jane

## Executive Director, Clinical Governance **Grant Carey-ide**



The Queensland Innovation Living Lab (QuILL) was launched last week as part of the 20th anniversary celebration of CSDS. QuILL is an advanced testbed for clinical devices and emerging technologies. Hosted within CSDS, it is a unique space where healthcare professionals, researchers, digital specialists, and consumers collaborate to evaluate and refine the usability and functionality of various devices, technologies, and processes aimed at solving challenges across a wide range of clinical fields and contexts.

As a living lab, QuILL stands out as an open innovation ecosystem that emphasises real-world usability and human factors research to enhance clinical skills development, safety, performance, and user experience. With a vision of advancing clinical skills, QuILL addresses complex clinical challenges through three primary focus areas: usability and safety improvement, clinical performance and user experience, and research and knowledge enhancement.

QuILL's state-of-the-art infrastructure includes wearable biometric sensors, eye-tracking technology, and high-definition cameras that measure the psychological, cognitive, and physiological effects of clinical innovations. These advanced tools enable comprehensive data analysis, capturing how innovations impact users' stress, arousal, attention, and overall experience. Supported by a multidisciplinary team at CSDS including human factors specialists, QuILL works with Queensland Health, private healthcare organisations, and industry clients to improve patient care and operational efficiency through robust, real-world testing.

For collaboration opportunities or more information, please contact the QuILL team at [livinglab@health.qld.gov.au](mailto:livinglab@health.qld.gov.au).

For more insights into the latest initiatives at CSDS, visit their blog: [Clinical Skills](#)

Regards,  
Grant

**Metro North Health**   



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**

If you have received this email and do not work for Metro North please follow this link to be removed from the mailing list.

[Email us](#)