

# Executive Message

## Metro North Health



### Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

Tonight we are hosting our annual Metro North Staff Excellence Awards at the Brisbane Convention and Exhibition Centre. This is an opportunity to come together and recognise those staff members and teams across our health service who make a significant contribution and demonstrate a strong commitment to our values.

What a great reason to get dressed up and celebrate with our colleagues! In fact, we have around 600 staff attending tonight's event, so it should be a fantastic evening.

We are also pleased to be welcoming the new Minister for Health and Ambulance Services, Hon. Tim Nicholls to our event to help acknowledge our winners and the important work they are doing in improving the health of our community.

I will issue a special message on Monday announcing all of our award winners from the evening.

#### **Celebration of International Day of People with Disability**

On Monday 2 December, Metro North is hosting a special working lunch to celebrate of International Day of People with Disability. Staff members with disability, staff members with lived experience caring for people with disability and allies are invited to attend the event which is being held at the Eatons Hill Hotel between 10am and 3pm. The lunch will feature a keynote presentation from Dinesh Panipala - an Australian doctor, lawyer, scientist and disability advocate who was the first quadriplegic medical intern in Queensland. I look forward to seeing some of you at this important event.

Staff can register [here](#).

#### **Health Equity Workshop**



The Metro North Health Aboriginal and Torres Strait Islander Leadership Team are hosting the second annual Health Equity Showcase event with Aboriginal and Torres Strait Islander Elders and community on Thursday 28 November from 9am – 2pm at Norths Leagues and Services Club, 1347 Anzac Avenue, Kallangur.

All Metro North staff are invited to attend this event, which will provide the opportunity to hear and share stories, and learn about how our Metro North Health services and initiatives are working towards health equity and closing the health gap for Aboriginal and Torres Strait Islander peoples in line with the Metro North Health Equity Strategy 2022 – 2025.

I encourage your attendance at this important milestone in the Metro North Health Equity journey. To register, email: [healthequitymnh@health.qld.gov.au](mailto:healthequitymnh@health.qld.gov.au)



*First Health Equity Showcase in 2024*

### **Refresh of Metro North Strategic Plan**

The first phase of refreshing the Metro North Strategic Plan has commenced with the first in a series of workshops with the CE and Metro North Board held today. There will be an opportunity for staff consultation on the draft plan, and we will let staff know further details on this in due course.

The Metro North Strategic Plan 2024-2028 is an important document in articulating our future direction and commitment to our community, our staff and partners. I encourage staff to familiarise themselves with the [Metro North Strategic Plan](#).

## Your ideas wanted for a new name for satellite hospitals

A new name for satellite hospitals is one of the commitments in the Queensland Government's 100 day plan, and staff are invited to have their say.

Metro North Hospital and Health Service staff are invited to complete a [short survey](#) to help inform a new name that better reflects the role these facilities play in our healthcare network. Your ideas as hospital and health care professionals are welcome and valued, and I urge you to take this opportunity to help shape the future name of these important facilities that provide care for the people in our community. For more information, please [visit the website](#).



## White Ribbon Day

This Monday, 25 November is recognised globally as White Ribbon Day – the International Day for the Elimination of Violence against Women. As a White Ribbon accredited organisation, Metro North demonstrates our responsibility to uphold a zero tolerance against violence. It means standing up against attitudes and behaviours that go against our values, promoting a respectful workplace and supporting those whose lives are affected by domestic and family violence.

I encourage you to stay up to date with the domestic and family violence related training and resources available on [QHEPS](#), so you have the tools and knowledge to support colleagues or patients who may be experiencing violence against women.

## Shout out

This week's shout out goes to the 43 Metro North staff who graduated from the 2024 Executive Leaders Program earlier this week.

The ELP, delivered through a partnership with GE HealthCare, is a 10-month program designed to equip participants with practical and dynamic leadership skills through the navigation of real-life scenarios in the healthcare system. Participants benefit from the guidance of senior executive coaches with decades of experience in healthcare leadership.

The ELP is an excellent initiative in enhancing individual career progression and strengthening our leadership capacity within Metro North. Congratulations to our graduates!



## Find our Christmas Elf

In the lead up to Christmas, Metro North will have a roving Christmas elf that will visit different facilities across the health service each week to spread some festive cheer.

Staff are invited to find the elf and take a selfie, with clues about its location to be provided in my weekly CE message. The first staff member to email their elf selfie to [MetroNorth-Communicationsh@health.qld.gov.au](mailto:MetroNorth-Communicationsh@health.qld.gov.au) will win a prize.

This week's clue is:

*With every note the festivities grow  
Christmas song where magic flows  
In the country the music's clear  
Bringing Christmas joy and cheer*

Happy elf hunting!

Kind regards,  
Jackie



Chief Operating Officer  
**Adj. Prof. Jane Hancock**



Dear colleagues,

Metro North is committed to creating safer workplaces for all of our staff. We recognise that no one should accept Occupational Violence (OV) as part of their job.

OV is unfortunately a real part of working in health with an estimated 95 per cent of healthcare workers OV during their career.

To help staff manage the risk of OV, the Queensland Occupational Violence Unit team is hosting a series of OV roadshows across the health service during November. These

roadshows provide an opportunity for staff to meet with the team and learn about how they can support you to prevent OV.

We held two roadshows at TPCH and Caboolture Hospital last week and have two more scheduled at Redcliffe Hospital on **Monday 25 November** and the Royal on **Wednesday 27 November**. I encourage as many staff as possible to attend these sessions so you can be better equipped to manage OV in your local work area.

Importantly, the team will also highlight Metro North's Unacceptable Behaviour – Discharge from Care Procedure that provides a structured framework for staff to work with senior clinicians to discharge a patient from care when there is an immediate risk of harm to themselves or others. The procedure includes a rapid assessment, employing de-escalation strategies and a critical risk assessment before a patient is discharged.

Spaces at the roadshows are limited, so [click here to register](#) and secure your place. You can also read more about OV on [QHEPS](#).



*Caboolture Hospital OV Roadshow*

Kind regards,  
Jane

Chief Nursing and Midwifery Officer  
**Adj. Prof. Alanna Geary**



Dear colleagues,

Over the past two weeks, we have seen an expected increase in COVID-19 cases, reflected in higher emergency department presentations and hospital admissions. This trend mirrors what is being observed statewide and nationally, with similar patterns emerging across other Metro North and SEQ catchments. While there may be data or testing-related

factors contributing to this, it is crucial that we remain vigilant.

Please be mindful of the following:

- **Acute Respiratory Illness Response:** Ensure you check with your line manager for any additional requirements specific to your directorate's Acute Respiratory Illness Response Subplan.
- **COVID-19 and Flu Precautions:** Continue wearing masks in clinical areas in line with PPE guidelines. Ensure that your flu and COVID vaccinations, as well as annual fit testing, are up to date, and stay compliant with mandatory training programs.
- **Stay Home If Unwell:** If you're feeling unwell, please stay home, notify your line manager, and submit your leave request promptly via the Smart Leave form on MyHR.
- **Pertussis (Whooping Cough):** Consider pertussis in patients presenting with a cough, particularly if it is paroxysmal, prolonged, or associated with post-tussive vomiting—regardless of age or vaccination status.

We will continue to encourage visitors to wear masks, use hand sanitiser, and refrain from visiting if they have any respiratory symptoms. Masks and hand sanitiser will remain available at facility entrances.

As we stay vigilant, it's important to remember that a new wave of acute respiratory illness could arise at any time. Our commitment to monitoring, preparedness and proactive measures remains strong.

Thank you for your ongoing hard work, dedication and positive attitude over the past few months. I'm incredibly proud to be part of such a fantastic team.

Warm regards,  
Alanna

Acting Executive Director, Clinical Services  
**Dr Jason Jenkins**



Dear colleagues,

In October 2024, we proudly launched the Metro North Health Telehealth Virtual Care consumer-facing website, a result of collaborative efforts that brought together diverse voices and expertise to ensure the platform meets consumer needs effectively.

The journey began with the Healthcare Excellence and Innovation (HEI) Telehealth team exploring existing telehealth resources across health services websites to uncover best practices. This exploration highlighted an opportunity to improve and enhance the available resources inspiring the creation of a better more user-friendly platform.

The Metro North HEI Telehealth Co-Design project recommendations guided by insights and consumer-centred principles were integrated into the consumer website design. Consumer representatives participated in the working group, ensuring the inclusion of

multiple valuable perspectives to inform the website.

The working group, comprising clinical, administrative and consumer representatives, began its efforts with initial content drafts in September last year. Consumers played a pivotal role in refining the website, ensuring readability, inclusivity and user-friendliness. The website's content was translated into the eight most commonly spoken languages within Metro North and includes Easy English, to enhance accessibility.

The resulting website is a functional, accessible, and user-centric platform that supports Telehealth services and encourages the uptake of videocall outpatient consultations. This project stands as a testament to the power of collaboration and consumer-centred design, and the platform reflects the shared commitment to innovation, accessibility and consumer-focused solutions.

Regards,  
Jason

**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.



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