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Dear colleagues

Yesterday, we welcomed the Minister for Health and Ambulance Services, The Honourable Tim Nicholls and Member of Parliament for Redcliffe, Kerri-Anne Dooley to Redcliffe Hospital, along with the Metro North Board Chair and Chief Executive. During the visit, the Minister and party toured Maternity, ICU and ED. The Minister and MP took the opportunity to chat with staff and patients, and appreciated having the opportunity to learn about the services we provide. Both asked many questions about the work we do and the hospital expansion program. I also had the opportunity to discuss the new government's priorities with the Minister, which include reducing ambulance ramping, focusing on access and flow across the hospital and avoiding 24-hour ED breaches. The Minister and MP, who started her nursing career at Redcliffe Hospital, were impressed with the team culture they saw as they toured our facilities.

Thanks to those who helped plan the visit and to the staff who took the time to chat with the party as they toured the hospital - you did us proud!

There's a group photo from the visit below. You can also click [here](#) to view more pictures.



Remembrance Day at Redcliffe Hospital

Monday this week marked Remembrance Day, where we honour those who made the ultimate sacrifice and gave their lives in the line of service.

At Redcliffe Hospital, we hosted a service which was presided over by Chaplaincy Volunteer, Ian Fraser.

This included a minute silence to show our gratitude and pay respects.

We thank all who have and continue to serve in the armed forces for their service. Including those who are part of the Redcliffe Hospital community.

Lest We Forget.

Wishlist Grants - applications closing

Applications for the 2024 Raise it for Redcliffe Hospital Wishlist Grants are closing at 5pm on Monday. Staff and consumer representatives are invited to apply for a grant of up to \$10,000 to support eligible projects that provide sustained benefit to patients and/or staff.

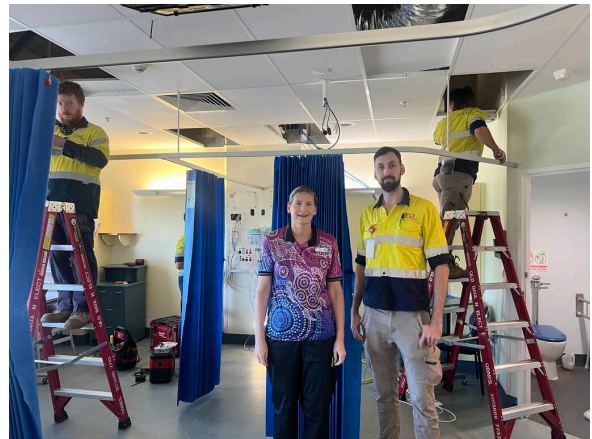
All applications for this year's funding round must be endorsed by your Departmental Director or Service Line Lead.

Wishlist Grants are made possible thanks to Redcliffe Hospital Giving Day and other activities of [Raise it for Redcliffe](#), the philanthropic partnership between Redcliffe Hospital and the RBWH Foundation.

Click [here](#) to learn more about the grants and how to apply.

Nurse call upgrades

Work is currently underway to upgrade the nurse call system across the hospital, with a number of ward upgrades already complete. Ward 4 West NUM Lou (pictured) is working with the contractors as they install the upgraded system in the ward this week. Upgraded features will provide an enhanced user interface that creates a better experience for patients and staff. It's expected this program of work will be complete by July 2025.



Star of the Month

October saw a diverse range of nominees for the Star of the Month award. Congratulations to those listed below for their great work and for going above and beyond for their patients and colleagues.

- **Pharmacy Administration Team**
The team work together and embrace each other's strengths to create positive patient journeys.
- **Rehab Nursing & Security Teams**
The teams have worked together and remained positive in their approach.
- **James Ram and the Medicine Service Line AIN Team**
James and the team ooze Metro North values and are highly respected.
- **Navneet Kaur - Clinical Nurse**
Nav embodies the heart and soul of nursing, radiating passion and dedication.
- **Dane Patton - BEMS**
Leads by example in portraying all Metro North behaviours and works well under pressure.
- **Phoebe Lodge - Hepatology CNC**
Works very hard to improve services and provides excellent information to patients.
- **Kan Rakyoo - Business Manager (Financial Mgmt)**
Has set new Assistant Business Managers up for success by regularly providing training and support.

And, the award goes to:

- **Navneet Kaur** - Nav embodies the heart and soul of nursing, radiating passion and dedication. Her commitment to patient care and safety goes beyond duty. Her professional approach to being a Clinical Nurse is nothing short of exemplary. Nav truly exemplifies what it means to be a nurse – compassionate, dedicated, and focused on making a difference.

Well done, Navneet!

To read more about the nominations, click [here](#).

Emerging Leader Profile- Laura Smith

Post-intensive care syndrome (PICS). It's a constellation of physical, cognitive and mental health symptoms that can affect patients after an ICU stay, regardless of reason for admission or length of stay.

While ICU follow-up is well established overseas, Redcliffe Hospital's post-ICU follow-up clinic is the only permanently funded service of its kind in Australia.

This week's emerging leader, Clinical Nurse Consultant Laura Smith, is one of the team running our clinic.

In her role, Laura contacts patients a few months post-ICU stay to check-in on them. Where she identifies they need support, she refers them to the follow-up clinic to be seen by the consultant and clinical nurse. At the weekly multidisciplinary case conference, patient's cases are discussed with the allied health team, and referrals are put in place to support patient recovery.

In addition to this work, Laura also maintains a hand in clinical practice in ICU. She loves this combination of providing both clinical and post-stay care.

Laura enjoys being able to look after patients and describes the post-ICU service as the missing piece of the ICU services we currently provide. Her goal with this work is to help patients return to living a meaningful life – whatever that means for their lifestyle and circumstances.

As the only ICU follow-up clinic in Queensland, our clinic has recently started working with post-ICU patients from Caboolture Hospital and RBWH with a view to create a centralised service for all Metro North Health ICU patients.

Away from ICU, Laura is a sessional teacher of Nursing at the University of the Sunshine Coast at Petrie, where she is educating and inspiring a new generation of clinicians.

In her rare moments of downtime, you can find Laura reading or relaxing with her family and fur babies.

We should all be proud that Redcliffe Hospital is pioneering post-ICU care in Australia. Thanks to the team for the great work that you do as this complex area continues to evolve.



Holiday compulsory closure

The 2024-25 Christmas/New Year compulsory closure arrangements have been released by the Office of Industrial Relations and are detailed below.

Date	Leave
Wednesday, 25 December 2024	Christmas Day public holiday
Thursday, 26 December 2024	Boxing Day public holiday
Friday, 27 December 2024	Concessional Day (leave on full pay without debit)

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Wednesday, 25 December 2024	Christmas Day public holiday
Thursday, 26 December 2024	Boxing Day public holiday
Friday, 27 December 2024	Concessional Day (leave on full pay without debit)
Monday, 30 December 2024	Annual/recreational leave, TOIL or accrued hours
Tuesday, 31 December 2024	Annual/recreational leave, TOIL or accrued hours
Wednesday, 1 January 2025	New Year's Day public holiday

Continuous shift workers receiving the additional week of annual/recreation leave do not participate in the closure arrangements and do not receive the concessional day.

Click [here](#) to read more information.

Unacceptable behaviour - discharge from care

It is estimated that 95 per cent of healthcare workers have experienced Occupational Violence during their career. Types of OV may include physical assault, verbal abuse or harassment, intimidation, threatening behaviour, sexual abuse or harassment or abuse through technology.

Metro North has an Unacceptable Behaviour – Discharge from Care Procedure that provides a framework to discharge patients from care where there is an immediate risk of harm.

Senior clinicians will have the support of the organisation to discharge a patient from care where an imminent risk to staff safety exists, no life-saving treatment is required, and the patient has capacity.

I encourage you to watch the new video and read further information on [QHEPS](#) to familiarise yourself with the procedure.

To learn more, the Queensland Occupational Violence Unit will be at Redcliffe Hospital on **Monday 25 November**. This is a great opportunity to meet with the team and hear how they can work with you to help prevent OV. Spaces are limited, [click here to register](#) and secure your spot. You can also read more about OV on [QHEPS](#).

St Vincent de Paul Christmas Appeal

The REDDY Fun and Fitness team's annual St Vincent de Paul Christmas Appeal is now underway. Last year, the appeal helped 63 local families to celebrate a happier and brighter Christmas - this year, we're hoping to help even more.

If your ward or work unit would like to get involved, please contact the REDDY Fun and Fitness team or [Facility Services](#).

Nutrition November events

Finally, a reminder that this is Nutrition November! This will see the new patient meal management system, CBORD launch on 27 November. Check-out this week's Staff Bulletin for more information. The team are also hosting a Nutrition November morning tea on Wednesday 20 November in the Staff Courtyard. They'd love to see you there!

Kind regards,

Cang Dang
Executive Director,
Redcliffe Hospital

If you'd like to let others know what's happening in your work area or have a good news story to

share, email [Redcliffe communications](#) to discuss including it in my message or Staff Bulletin.

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



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