



Dear colleagues,

Last Thursday the Gastroenterology team piloted an endoscopy pathway specifically for Aboriginal and Torres Strait Islander people. The pathway is the first of its kind across all Metro North facilities. The day was a culmination of a great deal of planning and stakeholder engagement. This initiative has been driven by staff who wanted to make a real difference in addressing the disparity in colorectal cancer rates in Aboriginal and Torres Strait Islander people.

I am so very proud of everyone's efforts and willingness to work collaboratively to provide culturally safe and responsive health care.

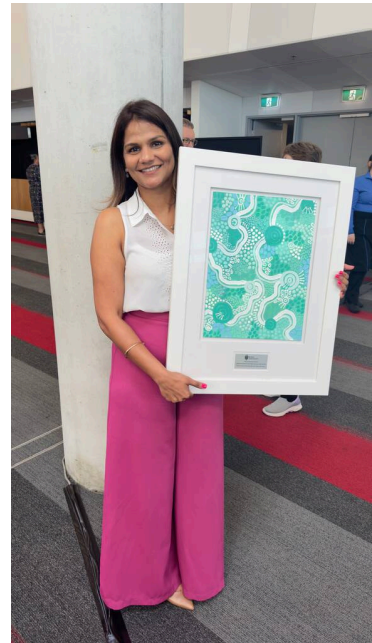
Patients on the day were very appreciative of the initiative and believed it would make a difference in Aboriginal and Torres Strait Islander people's attendance for endoscopy services.

A special thank you to Enoka Gonsalkorala, Rebecca Clatworthy, Sally Robertson, Lynette Bell and Henry Nona.



Congratulations to Archana

Congratulations to Archana Mishra who, along with Prof Peter Hopkins, recently took out the Australasian College of Health Service Management Award in the Leadership in Service Delivery category. Archana and Peter were recognised for their work on the Heart Outreach Program for Health Equity (HOPE) and Urban Respiratory Outreach Clinic (UROC). These culturally appropriate specialist clinics delivering care closer to home are wonderful initiatives, improving health outcomes for Aboriginal and Torres Strait Islander patients.



Annual Performance Development Plans (PDPs)

As part of our Short Notice Assessment for accreditation we need to demonstrate that our mandatory training is up to date. One area that needs to be addressed is our Annual Performance and Development Plans or PDPs. Currently only 70.7% of STARS staff have an up-to-date PDP in place. It is a legislative requirement that these are completed annually. Could everyone please make it a priority to meet with their manager and discuss their development and goals for the next 12 months.

PDPs are not supposed to be onerous but are designed to assist managers to support staff to work towards identified goals and career paths. They are actually a great opportunity to recognise the contributions of our staff and identify areas for potential growth.

There are three steps :

Step 1:

Have the PDP discussion (usually organised by your manager). A note which is reflective of the conversation signed by both parties is acceptable as evidence of completion.

At the end of the conversation agree who will record the PDP as complete in TMS (usually the employee).

Step 2:

Employee (or agreed responsible person) records PDP completion in TMS (see [QHEPS page for instructions](#)).

Step 3:

Manager receives a notification from TMS that the employee has completed their PDP. The Manager then logs in and "approves" PDP completion as the final step.

If you would like more information on PDPs please see the [QHEPS page](#).

Thank you for your co-operation on this important mandatory requirement.

Staff Survey on education plans/ communication

There is currently a staff survey open which will inform action plans, including education for 2025. The survey is also looking at communication between interprofessional teams. There are two different surveys for [rehabilitation](#) or [proce/surg](#). You can find out more information about the survey [here](#) or email karinaoleary@health.qld.gov.au.

The survey closes on 8 November 2024.

Reading trolley initiative

The Staff Council have introduced a reading trolley with support from volunteers from the RBWH Foundation. Volunteers Annie and Ken will visit patients on Tuesdays and Wednesdays



with Bluey (the trolley's new nickname). The trolley has novels, non-fiction books, word searches and adult colouring books. So far, the most popular book requests have been spy novels and thrillers.

The STARS reading trolley initiative is also looking for donations. If you have new or near-new books, magazines, puzzle/word search books or adult colouring books to donate, you can leave them with ground floor reception.

Dignity at STARS clothing donations

Our Dignity at STARS clothing program has been a huge success- so much so we are now able to accept donations of new or near-new items in the below categories.

- Size S-M t-shirts and short sleeve shirts (male)
- Size 20-24 female tops
- Size 14-16 and 18-20 female tracksuit pants, casual pants & longer sports shorts (elastic/drawstring waist)
- Size M-L male tracksuit pants, casual pants & mid length sport shorts (elastic/ drawstring waist)

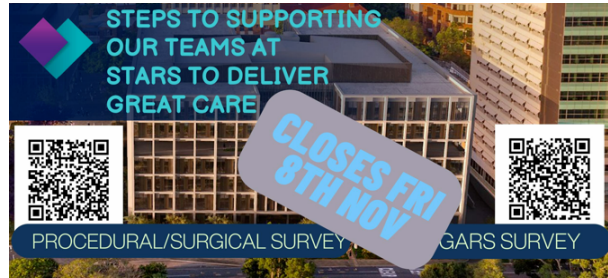
We appreciate your donation of clean, folded items to support our patients. Clothing can be dropped to ground floor reception.

At this time, we only require the sizes and items listed as there is limited storage room for the clothing.

Happy Diwali

Also called Deepavali, Festival of Lights, Diwali it is one of the most significant Hindu festivals. It symbolises a spiritual victory of light over darkness and good over evil and so often includes lights, lamps and fireworks. The goddess Lakshmi who symbolizes wealth, happiness and prosperity is also worshipped during Diwali.

For our staff who observe Diwali, I hope you had a wonderful celebration.



Congratulations to Pam Rowe

Pam recently competed at the National lawn bowls competition at Tweed Heads Bowls Club. Although Pam's team suffered a loss against WA they came back to win all their subsequent games, coming away with the gold! The Queensland women's team has not won gold since 2017, so this was a huge effort.

Pam would like to thank the STARS team for their ongoing support of her representation in the sport.



Staff changes

Welcome to our new Patient Experience Manager, Jo Sherring. Jo is an occupational therapist who has worked extensively in mental health, and more recently, in person-centred care and Standard 2. Jo was the Person-centred Care Consultant for Townsville Hospital and Health Service for nine years and established the consumer engagement program there. She is committed to ensuring a good patient experience underpinned by effective consumer partnership and co-design. She has moved to Brisbane for a change of pace with new challenges and adventures and is excited to join STARS.



Thank you to Cecelia Boyd Orford for acting in the role for the past few months.

Jo will be joined by Behnoosh Bazrafkan who is the new Patient Experience Officer. Please make Jo and Behnoosh feel welcome.

Patient compliment

We received this lovely compliment from a STARS rehabilitation inpatient. Well done Nicole.

"Heartfelt thanks to nurse Nicole for always being there for me, especially when I first arrived and felt so sad. Your care and dedication to your work is amazing. You should have angel wings!! Thank you for reminding me I don't have to face everything alone. You have helped me so much in my recovery."

Kind regards,

Dale Dally-Watkins

Executive Director,

Surgical, Treatment and Rehabilitation Service (STARS)

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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