



Dear team

Thank you to everyone for welcoming me as acting Executive Director for the past four weeks.

Over those weeks, I've seen how smoothly hospital teams can come together to work on big and important projects. I've seen the difficult and essential work of our finance teams. I've seen our BEMS team at their finest, keeping the lights on and the rain out. I've seen a "normal Sunday" at ward level with hundreds of staff from all streams and professions working day and night because people need their care. I've seen the practical difference our Aboriginal and Torres Strait Islander staff are making in achieving health equity. Most of all, I've listened to what people have told me is important to them, and what they are passionate about.

The most enjoyable part of being Executive Director has been reading the compliments from patients and consumers. I've included one in today's message.

Over the past four weeks, I've been reading patients tell their stories about the warm welcome they receive from our administration officers. I've read about the 10/10 delicious food provided by food services. I've read about the gratitude patients have for our professional security officers and the confidence patients feel in the hands of our expert clinicians, ICU, and transplant teams.

Reading those compliments has brought me close to tears many times.

The last four weeks have been very humbling. I'm prouder than ever to be part of the TPCB team, and grateful for your trust whilst acting in the Executive Director role.

Patient compliment

Of all the compliments I've read recently, this is one of my favourites. It's from a patient who presented to the Emergency Department sharing what they saw, heard, and felt during our care.

... I was not expecting to become emotional when I was checking in with the admin and nurse but I was hit by a wave of emotions and the vivid memory of taking my husband to ED on the day he died. This is unusual for me and I honestly felt so embarrassed.

The staff present were wonderful. They were compassionate and read the situation perfectly, hearing my explanation and clearly understanding my embarrassment and desire not to dwell more on that.

I appreciate their response to that so very much. I was able to find my own space in the waiting area without trouble and was not left to wait for long.

There were several patients present though out my visit who were heightened and distressed ... the subtle, calm presence of security officers was very reassuring. They had the perfect balance of being present and close enough to spring into action as needed while not looming over anyone or creating any tension.

I saw a number of challenging situations- children distressed by their mother being away from

them following ambulance arrival, an elderly gentleman refusing to lie down when he clearly needed to, a vocal chap roaming around outside shouting abuse at paramedics and an interesting character who appeared to just be loudly complaining about nothing in particular.

They were all approached and treated with respect, patience and compassion.

Its such a rollercoaster of experiences in an ED - especially when there are facilities for both adults and children operating simultaneously and of course we, as patients, tend to be quite dramatic and impatient.

The staff were absolutely gold star on every level.

I saw lots of comings and goings, overheard several conversations (none confidential, all general) and no one could be faulted in any way.

Power shutdown success

One of the biggest undertakings during my time as Acting Executive Director was last Saturday's electrical system shutdown.

Months of planning and collaboration between clinical and operational teams paid off, with the process going as planned across the campus.

The planned shutdown, which began before the sun came up on Saturday morning, involved most of the hospital campus running on generator power throughout the day and into the evening - all while the hospital ran business as usual.



Thank you to everyone involved in this operation (right). We're grateful to hospital staff for their understanding, too - especially around the closure of the cafe and kiosk and the limited availability of lifts in the main acute building.

It's always fulfilling to see a plan come together.



Catching up with the security team in the control room.



Meeting with our wonderful and dedicated hospital switchboard team.

Satellite hospital survey

A new name for satellite hospitals is one of the commitments in the Queensland Government's 100-day plan. To support this change, the Queensland Government is consulting health workers and clinicians on the future name of satellite hospitals.

The name change will help reduce confusion and ensure more patients can access the care they need, when and where they need it.

All hospital staff are invited to have their say using this [online survey](#).

The survey closes Friday, 20 December and only takes a few minutes to complete. I encourage all TPCH staff to participate.

Help rename satellite hospitals!

Survey now open – have your say

Search 

Get Moving, Get Better, Get Home

Wards 1F and 1C have been participating in the Metro North-wide Multi-professional Mobility Improvement Collaborative (MMIC), an initiative led by Julie Adsett and the Eat Walk Engage program.

The initiative involved supporting patient participation in activities focused on staying active in the hospital. At TPCH, Wards 1F and 1C used a bingo competition that engaged patients and staff alike.

Congratulations to Ward 1F (right), which had the most patients complete their bingo charts.



Ten years of ACU/TPCH Nursing Clinical School

The ACU/TPCH Nursing Clinical School celebrated its tenth anniversary this week as it welcomed the latest cohort of 32 first-year nursing students.

The Nursing Clinical School is part of a partnership between ACU and TPCH based on a shared commitment to quality clinical education and the development of hospital-ready nursing graduates.



Participants in the school benefit from a more integrated learning experience and have the opportunity to undertake all of their clinical placements within TPCH.

Many of the school's graduates have gone on to pursue successful careers in nursing at TPCH.

We also congratulate the third-year cohort of students who completed their training last Friday.

Wet weather and car parking

There's been a lot of wet weather about this week, and as the summer progresses, we can expect our usual share of storms and other severe weather events.

During those weather events, one of the ways Metro North Health will keep everyone informed is through the [Emergency and Disaster Response extranet](#) site. That site hosts a range of useful information about how to keep safe and improve our resilience at work and at home.

Thanks again to our gardeners (Blair, Brad, Rob and Rawn pictured right) and operational teams for helping staff vehicles out of muddy situations on Thursday afternoon. As a result of sustained wet weather, some of the grassed staff car parking areas will be unavailable until they have dried out. They'll be open again as soon as it's safe to do so.



Healthy paydays

We all like a healthy payday - and that starts with our responsibility to play our part in the payroll and HR system process.

For managers and leaders, this means logging into myHR regularly (every workday) to check for items requiring action. For team members, it means submitting forms as soon as possible and in advance where possible.

Late forms are a leading cause of incorrect pay.

You can find more information about line manager and employee HR and payroll responsibilities by visiting the [Payroll Assistance](#) page on QHEPS.



By working together, we can help ensure a healthy payday for everyone.

Staff profile - Dr Dinesh Parmar

This week's staff profile is Dr Dinesh Parmar.

Dr Parmar has taken on the role of acting ICU Director, having served as Deputy Director in the ICU since 2021 and joining the team at TPCH in 2008.

Dr Parmar now leads a service of around 400 people, which he acknowledges is a very big team – comprising doctors, nurses, allied health, and operational and administrative staff.

He says the ICU at TPCH is unique in providing care to such a specialised type of patient, care which is not available in any other service in Queensland.



While acting ICU Director, Dr Parmar says he'll be working to further build collaboration between different teams and services within TPCH and beyond.

I'll be back in the Director of Medical Services role from Monday, with Geoff Grima acting as Executive Director until Tami's return on Monday 23 December.

I'd like to give a quick shout-out to Dr Rosalind Crawford who has very capably backfilled me in the DMS role and all of the executive team for the important roles they play.

Thanks everyone!

Kind regards,

Dr Julieanne Graham
Acting 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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