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Dear Colleagues,

Your Board held its last board meeting of the year earlier this week at Brighton Health Campus in the Wellness Hub. It was wonderful talking to staff from several teams and also showing the Health Ombudsman, Dr Lynne Coulson Barr OAM, the exceptional healthcare delivered at Brighton.

All hospital and health services work closely with the Office of the Health Ombudsman (OHO) as part of the Queensland Government's regulatory environment to ensure safe and high quality health services. Dr Coulson Barr discussed the work and priorities of the OHO with the Board. I commend the ongoing attention and hard work in each and every ward and service across Metro North Health to being responsive to patients and consumers complaints and concerns, and to manage complaints early and with compassion. These are our values!

Engaging consumers

The Community and Oral Health (COH) Directorate is leading some exceptional work across its diverse sites and services to engage consumers in healthcare. Executive Director Glynis Schulz spoke to the Board about the programs and initiatives underway in the Brighton Wellness Hub. The Hub supports the local community as well as consumers of COH services to develop social and emotional wellbeing and connection with others, engage in preventative health practices, and build health literacy skills.

The Hub has 26 volunteers who give an average of 420 hours of unpaid work each month, and 14 consumers supporting committees, working groups, co-design programs, research projects, literature reviews, wayfinding, education, and audits.

My appreciation and thanks to this extraordinary group of volunteers and consumers.

Let's Dance!

Metro North Health Chief Executive Jackie Hanson and I wrote to you earlier this week to announce the award winners of the 10th Metro North Staff Excellence Awards. With a record number of staff in attendance, I said on the night that my only wish is we could have been joined by all 25,000 people who work at Metro North Health and do wonderful work, day in day out.

While we're excited to announce the winners, the real spirit of these awards is the collegiality they demonstrate through the nominations. The vibe in the room was fabulous

and the dance floor was fully occupied. As David Bowie wrote in his 1983 classic: 'let's dance, put on your red shoes and dance the blues'. It was joyous to see many of our staff celebrating together your successes and enjoying each other's company. Celebrating our successes is very important.

The award winners and finalists represented every stage of the patient journey, the teams that enable and support along the way, and importantly Metro North's organisational values of teamwork, respect, integrity, compassion, and high performance.

Reflection – 2024

It's been a hard long year, with record times when our facilities are operating in Tier 3. We thank you for playing your part in preserving through these times. Our achievements have been significant and many, and I would like to just note a few.

Metro North continues to contribute not only to the care of our communities but also to lead many aspects of the State's health system. This is a significant responsibility and something we do very well. Programs such as Deadly Feet and the Post Operative Discharge Support Service expanded beyond the catchment of Metro North, joining established services such as Virtual Emergency Care Services (formerly Virtual ED) and the Virtual Hospital which had its origins in Metro North. Our work in sustainability is also leading the way.

During the year several of our services were subject to public scrutiny and reviews or investigations. Whilst challenging for the patients, their families, and impacted staff, this scrutiny provides an important opportunity to improve the services we deliver and ensure the systems, process and people are all contributing to high quality and safe healthcare. I thank the commitment of all staff who have used these experiences to foster a culture of teamwork, openness, learning and improvement and continue to live our Metro North Values.

April saw us recognise the Stolen Wages used to build the Redcliffe Hospital, with a commemorative plaque and important story telling by the Elders and impacted family members.

We held our first whole of Metro North Research Summit, culminating with the Metro North Health Research Awards. I hope the Summit continues as it provides a way to better understand our broad research activity and adds to governance and hopefully alignment.

Redcliffe Hospital ieMR go live was a project well managed. It is an important rollout but to embark on it during the constant pressure of Tier 3 and to be so successful was a great testament to Digital Metro North, the hospital's leadership, and excellent teamwork.

We celebrated many new starters during the year including those participating in our Deadly Start graduate and traineeship programs. Early next year we will welcome over 1200 new graduates including 110 First Nation graduates.

Planning for the next five years

Last week the Board and our Chief Executive, Jackie Hanson, continued the process of refreshing Metro North's strategic plan, with our aim to deliver a world class health system, empower our staff, improve decision making, and having a workforce that is expertly trained, valued and respected. Our preparatory work included presentations from staff and a consumer; this an important part of our strategy process, putting you our staff and our patients at the centre of our strategy. As the process evolves, we will continue to consult

with key stakeholders across Metro North, your input is important to your Board!

Regards,
Bernard Curran

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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