

# Executive Message

## Metro North Health



### Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

One of the highlights of this week was Metro North's first-ever celebration of International Day of People with Disability. The event provided a great opportunity to reflect on diversity and inclusion in our organisation as well as network with community organisations and peak bodies from the across the disability sector.

The day included numerous panel discussions and presentations from people with lived experience of disability, with a very moving keynote address from Dr Dinesh Palipana, who shared his personal experience as Australia's first doctor with a spinal injury.



Dr Palipana's presentation highlighted the important role we play in influencing the journey of people with disability who come into contact with our health service, whether it be as a patient or as a staff member. Becoming more aware and responsive to the diverse needs of people with disability makes us more capable of delivering high-quality, inclusive and compassionate interactions and experiences.

I was humbled to receive feedback from some staff members at the event, who expressed their gratitude for our support and making them feel valued and 'seen' as people. We appreciate this feedback and recognise that Metro North is making progress, and there are still opportunities to improve and build a more diverse and inclusive workplace.

One way for all staff to get involved is by completing the new TMS Module, 'My Role: Disability Inclusion Champion' – available [here](#).

Thank you to the Metro North Disability Program team for organising such a successful event. I look forward to future celebrations.



*International Day of People with Disability celebration*

### **More L&D opportunities in response to Have Your Say**

In the 2023 Have Your Say survey, staff told us they wanted easier access to a variety of learning and development and career progression opportunities. People and Culture have been working hard to upgrade, repackage and develop what options are available to staff and there are many courses that are available now for you to register for in 2025.

There will be an all-staff email sent out next week with more information and links to register. Keep an eye out and I encourage you to start the new year off with a plan to prioritise your development at Metro North.

### **Redcliffe Hospital SET forum**

Yesterday members of the Metro North Senior Executive Team (SET) travelled to Redcliffe Hospital to host our monthly meeting. The SET opts to conduct these meetings at a different location across MNH each month, to give us the opportunity to meet and connect with staff while we're on the ground.

As part of our visit, we hosted a staff forum to provide members of the Redcliffe team with updates on current issues and to answer any questions. With around 100 staff in attendance, we discussed the upcoming launch of a new real-time data reporting portal which forms part of the new Government's commitment to helping reduce ED waiting times. We also discussed our focus on refreshing the MN Strategic Plan, with roadshows scheduled to take place from January 2025 to allow staff to get involved and provide feedback. Thank you to those staff who participated in the session.

### **Volunteer Christmas lunch**

I had the pleasure of attending the annual Christmas volunteer lunch at Redcliffe Hospital to celebrate the service of the hospital's volunteers during the year. I always enjoy taking the time to meet with the many groups of individuals who support our health service and its people. Redcliffe Hospital has around 90 volunteers who generously support the facility, helping improve the experience of our staff, patients and visitors. You can read more



about one of these volunteers below. Thank you to all of our wonderful volunteers for your support!

### Profile

Robert commenced volunteer work at Redcliffe in October 2023 following retirement and a move from inner Brisbane to the Peninsula.

As a volunteer companion, Roberts delivers magazines and books to patients on the wards. He enjoys connecting and chatting with patients, and being a friendly face to those who may be having a difficult time.

As a people person, Robert especially enjoys meeting new people from all walks of life and being someone they can trust and build rapport with during their hospital stay.



For Robert, volunteering enables him to remain active and stay connected with his community.

### Shout out

This week's shout out goes to the RBWH Respiratory and Sleep Sciences team who won two awards at the hospital's annual QuARRIES (Quality Awards Recognising Remarkable Initiative and Excellence in Service). The team's first award was for attaining a record number of sleep studies last year following introduction of a portable sleep study service into patient homes. During the year, the team performed 913 sleep studies, a 23 per cent increase on the previous highest total achieved.

The second award was for the team's delivery of the world first TeleSleep model in Rockhampton which uses remote technology and telehealth consultation for service delivery into a city where no previous public sleep service existed. The introduction of the model resulted in savings in patient transport, cost per occasion of service and patient time away from work. Congratulations to the team!



*Members of the Respiratory and Sleep Sciences team receiving one of their awards*

### Find our Christmas Elves

Congratulations to Kayla Clements and Jesse Hunt (pictured right) from STARS who were the first staff members from this facility to send in their Elf Selfie.

Starting this week, there will be two Christmas elves travelling throughout Metro North facilities to spread some extra festive cheer.

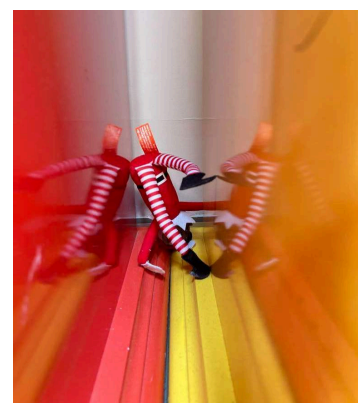
The elves will be situated in two different locations and the first staff members at each location to email their 'elf selfie' to [MetroNorth-Communications@health.qld.gov.au](mailto:MetroNorth-Communications@health.qld.gov.au) will win a prize.

Photos and clues about the two elf locations are below:



### CLUE 1:

*Between two boxes of yellow and red,  
I seem to have fallen and bumped my head.  
Being an elf, I sent my mail the traditional way,  
But until someone comes to get me, stuck here I'll stay.*







## CLUE 2:

*I am near a place where trolls often hide,  
Where staff come to eat and enjoy the outside,  
Tucked in a crook, a shade of dark blue,  
Just down from the entrance to buy a hot brew!*

Kind regards,  
Jackie

Executive Director, Clinical Governance  
**Grant Carey-ide**



Dear colleagues,

Recently I had the privilege of serving as a judge for the CSDSx20 Hackathon, an inspiring event highlighting creativity and innovation in clinical skills development. Participants delivered compelling pitches, offering impactful solutions to practical challenges faced by healthcare professionals.

Supported by the Helix Hub, the CSDSx20 Hackathon brought together participants from 11 health services and the Department of Health. Over four weeks, this collaborative effort addressed some of the most pressing challenges in healthcare, making an impact not only in Metro North but across the entire state.

This year's winner, AirwayX eFONA Education, addressed a critical gap in emergency airway management training. Emergency front-of-neck access (eFONA) is a life-saving procedure required in approximately 1 in 5,000 cases, yet many clinicians lack recent formal training. AirwayX provides an innovative education platform tailored to address training gaps, reduce complications, and standardise best practices for high-risk settings such as ICUs, emergency departments, and surgery. Congratulations to Dr Roberta Edmeades, Dr Jeffrey Kim, Nicholas Green, Kate Stone and Sandra Thornton for their outstanding work.

Other solutions presented during the hackathon included a statewide physio-led hub for clubfoot care in Queensland, a point-of-care decision support tool for healthcare professionals managing home ventilators, and an AI-powered website offering midwives seamless access to relevant clinical guidelines and policies specific to their health service.

This event's success is a powerful reminder of the talent and dedication within our community and the value of creating spaces like this hackathon for collaboration and

problem-solving. Let's keep this momentum going as we continue advancing clinical skills in Queensland.



*CSDSx20 Hackathon winners*

Regards,  
Grant

Chief Allied Health Practitioner  
**Mark Butterworth**



Dear team,

Earlier this week, I had the privilege of hosting Metro North Health's 2024 Celebration of International Day of People with Disability (IDPWD) at the Eatons Hill Hotel.

Tuesday 3 December is internationally recognised as IDPWD. It is a day dedicated to promoting community awareness, understanding and acceptance of people with disability.

We encourage all MNH staff to strive for inclusivity through the removal of physical, technological and attitudinal barriers for people with disability. This aligns with many of the target areas of MNH's Disability Services Action Plan 2024 – 2029 – [available here](#).

We hosted 120 individuals, inclusive of MNH Board representatives, MNH Executives, MNH staff and valued community partners from across the disability sector. A special thank you to the MNH staff members with disability, carers of loved ones with a disability and MNH allies for joining us at the celebration!



## Free Disability Awareness Training

[Access for All](#) is an online disability awareness training, developed for health professionals and others working in health care. It is currently free for MNH staff to complete until 30 June 2025. We encourage you to promote this opportunity broadly with your networks.

## Julian's Key

Julian's Key Health Passport (Julian's Key) is a communication tool designed to help healthcare staff provide people with a disability with the best care by sharing important and useful information about patients. For more information and to obtain a copy of the tool visit: [Julian's Key | Queensland Health](#)

## Staff members with Disability and lived experience invited to join Co-design Committee

Co-design is key to the successful delivery of many KPIs within the Disability Services Action Plan 2024 – 2029. We would like to invite Expressions of Interest from staff members with disability to join the Co-design Committee.

If you would like to join the Committee, please complete the EOI Form [via this link](#).

Regards,  
Mark

**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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[Email us](#)