



Dear colleagues,

It's hard to believe we are going into December next week, with Christmas and the New Year fast approaching. Thank you to all staff who are working over the Christmas period for ensuring our community continues to have access to vital healthcare. I encourage staff to work with their managers in optimising the leave period as much as possible, while retaining a safe level of delivery of service.

### **Metro North Staff Excellence Awards winners**

On behalf of the Executive I am very pleased to congratulate our Royal staff who received accolades at last week's Metro North Staff Excellence Awards. It was no surprise to see RBWH very well represented among the finalists and winners. Well done to all those who received their well-deserved recognition. Here are the RBWH winners from the night:

- Deadly Feet – Winner, Excellence in Consumer Partnerships
- The Persistent Pain Service: A Caring Pathway for Mob and SPAN-PHN programs – Winner, Excellence in Integrated Care
- Improving detection and management of hearing loss in Aboriginal and Torres Strait Islander adults – Winner, Improving First Nations Health
- Embedded Education – The workforce pipeline for nuclear medicine scientists into Queensland – Winner, Innovation
- Ry Abel – Winner, Non-clinical excellence in Operations.

You can see all the photos from the night on the [Metro North Community Facebook page](#).

### **QuARRIES winners**

The prestigious QuARRIES Awards (Quality Awards Recognising Remarkable Initiative and Excellence in Service) were also held this week in a packed auditorium in the Education Centre. The awards recognise individual staff and teams who are delivering consistently high patient care, outcomes and improvements. There were a record number of nominations this year, highlighting how passionate our staff and teams are about identifying areas for improvement and innovation and making positive change alongside our consumer partners. Congratulations to everyone nominated.

The winners this year:

- Overall winner - Enhancing Rural Specialist Foot Care Accessibility, [Allied Health - Podiatry, Psychology, Endocrinology, Vascular Surgery](#)
- Executive Services Award - STARS UPLIFT, [Patient Flow Services](#)
- Administration Services Award - Pathways to Success - Admin Casual Pool, [Ward Administration Services](#)
- Allied Health Professions Award - Improving Inpatient Mobility through Collaboration, [Internal Medicine and Aged Care](#)
- Cancer Care Services Award - [CCS NRG 6-7 Leadership Program](#)

- Critical Care and Clinical Support Services Award - Reducing Medical Imaging's Unreported List, [Department of Medical Imaging](#)
- Internal Medicine and Emergency Services Award - BAM-IV Better Administration of Medicines for IV, [Clinical Pharmacology](#)
- Medical Services Award - International Medical Graduate Recruitment Campaign, [Centre for Medical Officer Education and Training](#)
- Nursing and Midwifery Services Award - PODSS: Improving Discharge Outcomes after Surgery, [Post Operative Discharge Support Services \(PODDS\)](#)
- Surgical and Perioperative Services Award - [RBWH Meal Tray Initiative](#)
- Women's and Newborn Services Award - Taming the Neonatal Airway, [Neonatology](#)
- Consumer Focus Award - Dreaming Big: Setting New Sleep Records, [Thoracic Medicine - IMES](#)
- Consumer Focus Project Award - Sharing Consumer Experiences Across Laryngectomy Journey, [Speech Pathology - AHP](#)
- Excellence in Leadership and Performance Award - Health Equity is on Everyone's Agenda, [IMES](#)
- Excellence in Leadership and Performance Project Award - Heart Outreach Program for Health Equity, [Cardiology - IMES](#)
- Fostering Innovation Award - Cuddle Transfer for Neonatal Palliative Care, [NeoRESQ - WNS](#)
- Fostering Innovation Project Award - Tele sleep Implementation RBWH, [Thoracic Medicine - IMES](#)

### Health Equity Showcase

As we continue our journey towards Health Equity, thank-you to the Aboriginal and Torres Strait Islander Leadership Team for hosting a superb Metro North Health Equity Showcase this week. It was the second time this event has been held and it is already gaining great momentum and growing in popularity.

Those who attended were treated to a wide variety of activities, including yarning circles, panel discussions and film and dance.

You can view a video about some of the Metro North services and programs to support Health Equity [here](#).

### Cultural Capability Officer

We recently undertook recruitment for this vacant role and would like to congratulate Jarrod Parter as the successful applicant to commence on Monday 2 December. Jarrod is a Kalkadoon, Pitta Pitta and Kaytetye man who has previous experience in Cultural Capability at STARS.

Jarrod will be based on the Lower Ground Floor alongside Aboriginal and Torres Strait Islander Health Director Roslyn Boland, whom he will report to.

Welcome Jarrod, we look forward to working with you.

### Farewell Barb

Our much-loved gardener Barb has gone on long-service leave this week as she prepares for retirement. Incredibly, she has been at the Royal since June 1980. Barb began her career here as a laundry hand, before leaping at the opportunity to take up her dream job, working outdoors in the gardens.

She's been helping keep the RBWH gardens in pristine shape ever since – and has become a familiar presence for staff, patients and visitors.

Aside from loving gardening and working outside, Barb says the best part of her job is interacting with patients and visitors.

“Sometimes they might be feeling a bit down in the dumps,” she says.

“I try to get them to look at things in a positive light. Sometimes it just takes someone pointing out a different way of looking at things, steering them in a different direction. I’ve enjoyed having those conversations with people and helping them out a little bit.”

We had a lovely morning tea in her honour on Tuesday, and while she may not be around, Barb certainly won’t be forgotten. A plaque commemorating her years of service to the Royal can be found outside the Main Entrance to RBWH – in the green space now aptly known as ‘Barb’s Garden’.



### **Unacceptable Behaviour – discharge from care procedure**

Occupational Violence (OV) is one of the leading work-related incidents reported by RBWH staff. Nobody should accept OV as ‘part of the job’.

Metro North has an Unacceptable Behaviour – Discharge from Care Procedure that provides a structured framework for staff to work with senior clinicians to discharge a patient from care when there is an immediate risk of harm to themselves or others.

The procedure includes a rapid assessment, employing de-escalation strategies and a critical risk assessment before a patient is discharged.

Staff are encouraged to watch the new video and read further information on QHEPS to familiarise themselves with the procedure.

Link to page and video: [Unacceptable Behaviour Framework](https://www.health.qld.gov.au/unacceptable-behaviour-framework) | [QOVSU](https://www.qovsu.com.au) | [Metro North HHS](https://www.metro-north-hhs.com.au) ([health.qld.gov.au](https://health.qld.gov.au)).

## Positive feedback

I would like to share this lovely feedback from a member of our community going through a difficult time.

*Recently our beloved friend unfortunately passed away in the ICU of Royal Brisbane Hospital. I am writing this message to express my heartfelt gratitude to the team of doctors, nurses and social workers who cared for him.*

*His nurse, despite not knowing our friend personally, enabled him to leave this world in a dignified and loving manner - pain-free, surrounded by friends, and listening to some of his favourite songs. Despite our profound sadness, we could see beauty and love in the room.*

*I extend our deepest thanks for everything you did for us. We will never forget your kindness, and we are extremely grateful.*

*You have one of the hardest jobs, and yet you perform it so beautifully. On difficult days, please remember that you touch people's hearts and have our deepest gratitude. Keep going; the world needs more health professionals like you.*

Thank you to all staff for the kindness and compassion you provide to patients, families and our community.

Kind regards,

**Louise Oriti**

Executive Director,

Royal Brisbane and Women's 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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Produced by the Metro North Communication Directorate