



Dear team

Christmas and the end of the year are just around the corner, and many of us are looking forward to some well-deserved time with friends and family.

Unfortunately, the Christmas season also tends to coincide with a spike in COVID and other respiratory illnesses. This week, TPCH, together with other Metro North Health facilities, made the planned transition to [Tier One of the Acute Respiratory Illness Response Plan](#).

Under Tier 1, hospital staff are encouraged to wear surgical masks, and we're already seeing many choosing to do so. P2/N95 masks must be worn when caring for suspected/confirmed ARI patients, and masks and PPE in all other clinical areas must be worn in line with [the PPE Matrix](#).

We'll continue face-to-face training and meetings; however, meeting appointments should now include a Teams option.

The escalation to Tier 1 is another reminder for everyone to check their fit test is up to date. If you need to renew your fit test, [make an appointment here](#).

And, as always, if you're unwell, do not come to work. If you become unwell at work, report to your line manager and go home. If you do test positive for COVID, notify our Infection Management Service by emailing TPCHContacttracing@health.qld.gov.au with your name and mobile phone number. The team will work with you to determine when it's okay for you to return to work.

More information about Tier 1 is available on the [Staff Extranet page](#).

Staying safe in severe weather

Something else we can expect during the Christmas season in South-East Queensland is severe storms and weather. We've seen more than our fair share of rain this week, including flash flooding in many parts of Brisbane and Moreton Bay.

During periods of severe weather [Metro North's Emergency and Disaster Response](#) page is a good place to go for a range of resources that can assist staff with accurate and up to date information. Bookmark the page in your phone or mobile device, so it's there when you need it.

Fortunately, the [weather forecast](#) from the Bureau of Meteorology suggests Christmas Day should be warm and only partly cloudy - but we all know how forecasts can change and it's important to stay up to date.

Christmas Decoration Competition

The results are in for this year's Christmas Decoration Competition.

Walking through TPCH and Kallangur Satellite Hospital with the other judges, it's clear how

much effort and planning has gone into entries this year.

Congratulations to our overall competition winner for 2024, Ward 2E (pictured right), with their entry "Christmas Streaming".

Along with an overall competition winner, winners were awarded for each of the three competition categories: Traditional Christmas, Aussie Christmas, and Unique Entry.



In the Traditional Christmas category, the Paediatric Ward was the winning entry, with their "Frosty Haven" (right).

The Unique category was a very popular choice this year, with ten entries nominating. Congratulations to the winners, DUIT, with their entry "Gingerbread Lane" (below, left).

And, in the Aussie Christmas category, congratulations to Teal Outpatients and their entry "Reuse and Recycle" (below, right)



Thank you once again to all of the wards and work areas that entered and to our competition judges, which included our new Staff Council Chair, Dr Lucy Dakin and consumer representatives, Wendy and Shashi. We made sure to have consumer involvement in judging the competition because, ultimately, that's who our Christmas decorations are for - our patients and consumers.

Congratulations once again to all of our winning entries.



Foundation Christmas update

Our Christmas Decoration Competition is just one way that the hospital shares the joy of the season with our community.

The TPCH Foundation has also been helping with their Santa visit to the ICU (right), Ward 1F and GEM, together with providing more than 100 donated Christmas gifts to the paediatrics ward, and more than 150 donated toiletry packs for mental health consumers.

In more good news for Christmas, the refurbished Kid's Retreat in the Paediatric Ward will be

completed in time for Christmas, all funded thanks to the TPCH Foundation's Giving Day last year.

In thanking our friends at the TPCH Foundation for their work and support this year, a reminder that a donation to the TPCH Christmas Appeal, supporting heart disease research, is the perfect Christmas gift. Find out more about the Appeal [here](#).



TPCH Expansion update

Throughout the year, we've seen the TPCH campus evolve before our eyes.

We've seen the construction and opening of the CSF on our campus, the multistorey car park take shape, and early works get underway on the Acute Services Building, as part of Queensland Health's Capacity Expansion Program.

The Expansion Project supported the introduction of a new patient shuttle bus service, and the installation of new office accommodation for staff decanting from Building 14.

Listening to and engaging with staff and clinicians, the expansion team held 98 user group meetings, which have helped ensure safe, efficient and quality design.

There's more to come next year too, when construction works ramp up in the new year. In 2025, we can expect to see the demolition of Building 14 and the arrival of the first piling rig and tower crane.

We're grateful to everything the Expansion Team have done to support building a better TPCH, and we look forward to working with them more next year.



Patient and consumer feedback

This week, I read some interesting patient feedback left by a staff member, about the care we provided to their family member:

*I've never never been prouder to work for Metro North than I was yesterday.
The urgent care my mum received at TPCH was unbelievable ...*

You can read the comment in full on the [Metro North Staff Community Facebook page](#).

Reading this feedback, two things stand out to me.

First, is that while we're all healthcare workers and coming to the hospital each day is routine for us, each of us are also consumers too. If we haven't already, one day we will all have the experience of being a patient in our own hospital (or one very much like it).

The second observation I'd make is that every patient we care for is someone's mother, son, partner, or loved one - and they experience our care as well.

Thank you to everyone in the Emergency Department and cath labs who cared for this patient with both of these ideas in mind.

Outpatient Services Excellence Awards

As part of our ongoing commitment to the Have Your Say Staff Survey, we've introduced a new Outpatients Services Excellence Award.

This monthly award recognises team members within outpatients who are making a strong contribution to our values both as individuals, and as part of the outpatients team.

Team members within the outpatients team can nominate their colleagues for things like consistent high performance, innovation and initiative, flexibility and agility, positive attitude, and strong customer service.

Two awards have been made so far, with the October award presented to Revenue Officer Dominic Spearman (pictured above right).

The November award was presented to the Administration Outpatient Support Team (pictured right, with Monika Marrero and Brooke McGlone with Darren Ransom presenting the award).

Congratulations to both our October and November award recipients.

The next awards will be presented in January.



Staff Profile - Edwina Egan

Our last staff profile for 2024 is Assistant in Nursing, Edwina Egan from Ward 2D.

On Monday of this week, Edwina graduated with a Bachelor of Nursing from Griffith University, and she's excited about her future as a Registered Nurse.

Edwina says the next step in her nursing career will be as a graduate RN in Winton and Longreach next year.

Edwina has been with TPCH for a year and a half, working as an AIN while studying toward her nursing degree. She says that working as an AIN was a great advantage to her studies.

Edwina says she's proud to be part of the hard-working team in Ward 2D, where she says everyone is very supportive and helpful.



This is my last message as Acting Executive Director, with Tami returning on Monday. Thanks again to Keith Von Dohren for looking after EPIC these last few weeks.

Looking back over 2024, we all have reason to be pleased at what we've achieved together. I hope, too, that you'll have time over Christmas and New Year to spend with family and friends.

Thank you to the hundreds of staff and clinicians who will be at work at the hospital and at Kalangoor on Christmas Day, caring for patients and making that care possible. Thank you for the sacrifice you make to do that - and for the joy and compassion you'll bring to patients and their families.

Lastly, thank you to everyone at TPCH and Kalangoor for being a part of this wonderful community of healthcare workers.

Merry Christmas,

Geoff Grima

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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