

Executive Message

Metro North Health



Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

As Australia's largest health service, our ability to effectively plan for the future is key to how we respond to the changing needs of our health care community.

The Centre for Population has predicted that the residential population of Greater Brisbane is set to increase by approximately half a million people over the next decade with more and more people moving to Queensland every year.

This has significant impacts for Metro North, with greater demands being placed on our services. Managing these demands requires robust and considered planning so we can build services that are responsive, culturally appropriate, practical and person-centred.

Effective planning for a major health service like Metro North is a complex process and requires input from a wide range of staff who can contribute knowledge and expertise. As an organisation of approximately 25,000 staff, we have extensive knowledge and expertise to benefit from.

Throughout February, we've hosted series of pop-up sessions across the health service for staff to provide feedback on the Metro North Strategic Plan 2024-2028. I've appreciated the opportunity to speak with many staff about this document, and obtain feedback about our future direction.

If you haven't had the chance to provide feedback and wish to, there are still a number of Strategic Plan drop-in pop-up sessions scheduled throughout the remainder of February.

Strategic Plan pop up session schedule

Community and Oral Health

Friday 28 February

Caboolture Hospital

Wednesday 26 February



3.00pm – 4.00pm
Brighton Auditorium

The Prince Charles Hospital

Friday 28 February
2.00pm – 3.00pm
Education Centre foyer

Green Square

Thursday 27 February
8.00am – 9.00am
Level 2 - outside Meeting Rooms 3 & 4

Staff can also consult on the draft plan which is [available here](#) and share their feedback by completing a [short survey](#) before the end of February.

Metro North Shadow SET

Thank you to those staff who applied to join our new Shadow Senior Executive Team (SET). We received an overwhelming number of quality applications and are working through these as quickly as we can. Thanks to everyone for your patience while we complete the assessment process. I hope to provide an update on the outcomes in the next couple of weeks.

Cadetship Orientation Day

On Tuesday, Metro North welcomed the 2025 cohort of First Nations Cadets. Metro North has 21 cadets across Allied Health and Nursing and Midwifery this year.

The Welcome Day was focussed on providing the cadets with cultural connectiveness with each other and other Aboriginal and Torres Strait Islander staff from across Metro North. There were some great yarning circles run by Aboriginal and Torres Strait Islander senior clinical staff to make our cadets feel welcome and part of the Metro North community.

Bernard Curran, our Metro North Board Chair, reinforced Metro North's commitment to employing cadets once they graduate university and received their required qualifications and registrations. This position is in line with our commitment to Health Equity and increasing our Aboriginal and Torres Strait Islander workforce.

Across the state, the Metro North Cadetship program has recruited 125 cadets to participate in the 2025 program.

12.00pm – 1.00pm
Education Centre Auditorium

Thursday 27 February
1.00pm – 2.00pm
Education Centre Auditorium

Kilcoy Hospital

Thursday 27 February
10.00am – 11.00am
Conference Room



Welcoming our cadets

Language Services

Metro North is Australia's most diverse public health service with over 30 per cent of people in Brisbane North not born in Australia and 20.5 per cent of people speaking a language other than English at home. Being able to communicate with patients and consumers in their preferred language is important in making sure we can provide a holistic and inclusive care experience, as well allowing them to be involved in their health care and provide informed consent.

Metro North Language Services (MNLS) is responsible for all interpreter and translation bookings in the health service. The unit currently coordinates between 2,600 and 3,000 interpreter bookings for our patients and consumers every month, making Metro North Health the second largest user of interpreters in Queensland. In 2024, Metro North also commenced employing interpreters directly and is now the state's largest government employer of interpreters.

As part of our commitment to improving language services, MNLS is currently undertaking a five-to-10-minute, anonymous survey which is available [here](#). I encourage all staff to complete the survey and provide your valuable feedback.

Please remember that if you require an Interpreter for a patient or consumer you can either call the 24-hour Support Office on 3647 2000 or lodge a request via the self-serve portal: [Booking an interpreter \(health.qld.gov.au\)](https://www.health.qld.gov.au/booking-an-interpreter).

For more information visit the [Metro North Multicultural Health QHEPS site](#).

Staff profile - Dr Alan Yan

Dr Alan Yan is Director of Emergency at Redcliffe Hospital and has recently been appointed as Chair of the Metro North Clinical Council. He has worked at Redcliffe Hospital since 2014 and recognises the importance of emergency medicine as critical to the overall success of the hospital.

As Director of Emergency, Alan embraces the evolving landscape of emergency medicine

to create a culture that sustains workforce longevity while providing quality care to the community.

During his four years as the Redcliffe Hospital Clinical Council, the scope of the group increased from only representing medical staff, to being a voice for all staff. Alan recognises that regardless of their role, everyone plays an important role in their hospital community and deserves to have a say in decision making.

He acknowledges that frontline staff across Metro North know better than anyone what's working well in patient care and areas where there are challenges and is keen to tap into their knowledge and expertise.



Alan's other professional interests include patient flow strategies, patient safety, organisational culture and health advocacy. His commitment to Health Equity has led him to building an Emergency Department with a strong focus on equitable healthcare accessibility by delivering culturally safe and responsive services for everyone.

Alan is looking forward to continuing to evolve and improve how emergency services are provided at Redcliffe Hospital and is excited to work with colleagues from across Metro North in his new capacity as Clinical Council chair.

Shout out

This week's shout goes to the grade 5 and 6 art club students of St Benedict's Catholic Primary School in Mango Hill. The students were keen to do something to help their local community and decided to make some mastectomy pillows for patients in Redcliffe Hospital's Oncology unit. The idea came about through a mum of one of the kids who works in the unit.

The first batch of pillows have been delivered to Redcliffe Hospital, each with a handwritten message attached by one of the kids in the arts and crafts group. The pillows have already been made good use of by patients.

The students received a certificate of appreciation and a letter from the hospital and are excited to know the pillows are being used and enjoyed. They are now working on their next batch of pillows and are aiming for them to be delivered by the end of term 1 in early April.

A big thanks to these creative and thoughtful students. What a wonderful gesture for our patients.



(L to r): Registered Nurse Jissa Jose, Dr Gemma Hartnett and Registered Nurse Ingrid King with the new pillows.

Kind regards,
Jackie

Chief Nursing and Midwifery Officer
Adj. Prof. Alanna Geary



Dear team,

March is nearly upon us, and the health service has experienced significant challenges as we deal with the quantum and complexity of the patients who attend for care in our services. As always, I thank nurses and midwives for their continued commitment to Metro North. Nursing and Midwifery slogan for 2025 is 'Prepare to Care.' Remember that this is to be reflective of not only how we care for our patients, consumers, and families but also ourselves and each other. I am hoping that you have heard this discussed among your teams and that you are using it to reflect on your practice in our health service. Certainly, our patients and their families are always a priority but as valued staff members of Metro North, so are you! Take the time to check on a colleague and ensure that in these busy times, you look after yourself and your loved ones.

Welcome to our 2025 new graduate registered nurses, registered midwives and enrolled nurses. Also welcome to our new starters. Thank you for choosing Metro North. You are most welcome, and we are so very thrilled to have you. I hope that your first year and every subsequent year in Metro North is purposeful and rewarding. This year is my 44th year in the wonderful professions of nursing and midwifery and of those, 41 of them have been in Metro North (or the various iterations over the years). I think you have chosen the best health service in the country!

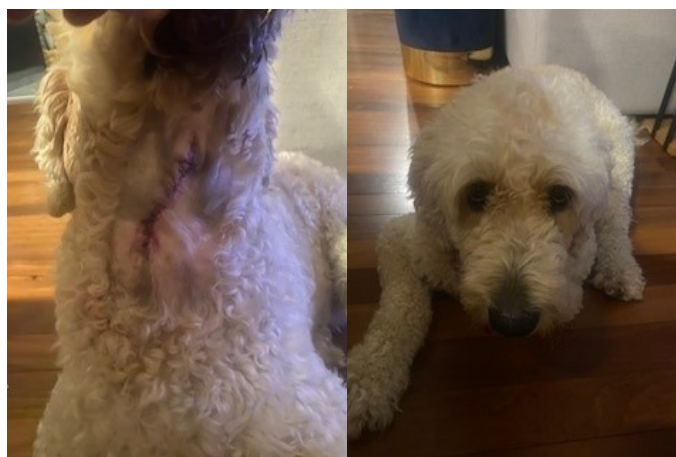
This year in Metro North (as we should in every year) nursing and midwifery are focussing

some of their energies on pressure injuries and pressure management. Pressure injuries can be so debilitating for our patients, cause huge personal and economic challenges through increased length of stays, inability to resume to full function, and of course increased workload for our staff, resulting in financial burden for the health care system. To that end, I have asked one of the team in Metro North Nursing and Midwifery to start reviewing the information we have and assist myself and the Directors of Nursing and Midwifery to work through some strategies to highlight pressure management with the aim of reducing the numbers of pressure injuries in 2025. This sits so very nicely under the banner of Prepare to Care. While healthcare acquired complications occur and sometimes even when every effort is made to avoid them, I believe we can do a body of work to ensure that we minimise the impact and the number of pressure injuries. This will help prevent undue distress for our patients and decrease stress on you and the system. I truly believe that Metro North is the best health service so let's work together to do this body of work as committed professionals!

Speaking of committed professionals, I was recently so thrilled to hear that one of our wonderful nurses at Caboolture (CKW) was an Australian College of Nursing (ACN) Bullwinkle Scholar recipient for 2025. Katrina Cook is a Nurse Manager at CKW and was one of a select group of Australian nurses who received these prestigious awards. These scholarships are awarded every year by the Australian College of Nursing, and Katrina received her award in memory of Esther Sarah Jean Stewart, one of several nurses who lost their life on Radji Beach, Bangka Island in 1942 at the age of 37. The ACN very generously provides scholarships in memory of these wonderful nurses, and it is excellent that one of our own, Katrina is a worthy recipient. Well done Katrina, you are an inspiration to many, including me. Congratulations!



Over the last 5 years many of you have heard and seen and watched my beautiful puppy, Dave. Just prior to Christmas, I noticed that Dave had a rather large lump under his neck. Like all good nurses I "diagnosed" his lump as a lipoma or a sebaceous cyst. My provisional diagnosis was confirmed by the vet, and I was comfortable to leave it be, until January when during the horrible heat we had, Dave (who is very fluffy) started scratching and the large lump turned into a "fungating malignant lesion". It looked horrible. On Tuesday he had it excised. My poor boy is now sporting a lovely scar down his neck and is quite sad and sorry. He will be fine, and he has so much hair that the scar will not ruin his good looks. While Dave is my pet and not human (don't tell him that) it does make you realise that sometimes our health can change in a second and while today can be wonderful, tomorrow may not be. Please look after you and your loved ones, including the furry ones. Life is such a gift.



"Life is short, work somewhere awesome."

Until next time, stay safe and happy.

Warm regards,
Alanna

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.



**Queensland
Government**

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