

Executive Message

Metro North Health



Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

Next week is the final week of consultation around the [Metro North Strategic Plan 2024-28](#).

I would like to extend my appreciation to those staff who took the time to attend these sessions and provide feedback over the last few weeks. Overall, we've had a good level of interest from staff from a range of streams and disciplines across the health service which was very positive. Pleasingly, we also obtained feedback from approximately 50 consumers. This broad engagement helps ensure that the Strategic Plan is relevant to people in all parts of our organisation and remains people-centred.



The next step will be to collate and evaluate all the feedback received through the pop-up sessions and the survey, with the draft Strategic Plan to be updated and then submitted to the Metro North Board in late March for approval.

Although the feedback received from this consultation process has been specifically for the purpose of the Strategic Plan, it has also been useful in identifying areas and issues where improvements need to be made. Thank you everyone.

Chat with the Chief

This week I had the opportunity to engage with some of our Community and Oral Health clinicians at a Chat with the Chief session at the Brighton Health Campus. It was a very engaging and positive discussion with around 20 clinicians from community, home hospital, rehabilitation, GEM and community palliative care services. Of particular focus was the importance of community-based care and how collectively the service is continuing to look at hospital diversion, avoidance and patient flow through safe community-based, nursing home and care in the home opportunities.

With the current State Government's focus on access and patient flow, it was highlighted

that there have been significant steps undertaken over the past years in the community setting to be able address more complex patient cases and conditions not only at sub-acute facilities, but in the home and community settings, such as work with nursing homes in the community palliative care, GEM, mental health, Hospital in the Home and virtual ward spaces.

It is important that we do things differently, have those courageous conversations and plan for the community care pathways necessary to support complex patient and family needs safely, while proactively supporting patient flow and hospital demand.



Patient Safety Net

I am pleased to announce the new Patient Safety Net (PSN) program is launching in Metro North Health on 31 March 2025. This program provides an escalation process designed to strengthen the way we address patient safety concerns and empower all staff to raise their concerns.

PSN provides an easy, confidential way for staff to raise patient safety concerns that they feel have not been addressed through the standard reporting processes.

It is available to all staff at Metro North including contractors, agency staff, students and volunteers, and can be accessed via [phone, email, or online](#).

As part of our ongoing commitment to the safety and wellbeing of our patients I encourage all staff to familiarise themselves with how Patient Safety Net works, how to raise a concern, and when to take action.

For more information about the program, visit [QHEPS](#) for full details.

Together, we can ensure a safer environment for our patients and continue to uphold the high standards of care we all strive to provide.

STARS and Oral Health Centre Accreditation

This week STARS and the Oral Health Centre underwent Short Notice Assessment, assessing the facilities against the National Safety and Quality Health Service Standards. At the feedback session on Thursday, the assessors made a special mention of the strong culture of quality, safety and innovation at STARS as well as a genuine commitment to partnering with consumers. They were also very impressed by digital systems of the hospital and thought the handover processes were outstanding.



Thank you to the STARS Safety and Quality Team and all staff for welcoming the ACHS assessors and for the work you do every day towards delivering safe, quality healthcare.

STARS is our last Directorate to undergo short notice accreditation, and I'd like to shout out to all of the Directorates who have led us through to exceptional outcomes.

Staff profile - Dr Diana Tam

Dr Diana Tam is a surgeon at RBWH, TPCH, STARS and is a recently appointed member of the Metro North Clinical Council.

Having joined Metro North in 2017, Diana enjoys working with patients and families to help them continue living happy lives. She loves the technical aspects of delivering personalised surgery and treatment to each individual, after talking with them to understand their needs and goals.

She is passionate about working with the talented and innovative teams at RBWH, STARS and TPCH to build a service that delivers cutting-edge, world class care to patients. She considers one of her key achievements as helping bring transformative technology such as ROLLIS and intraoperative radiotherapy to improve treatment and ultimately the lives of the people she looks after.

Looking forward, Diana's goals are to remain curious, be willing to learn and take on challenges to grow herself and her team so collectively, she can deliver a better now and tomorrow for her patients and their loved ones.



Values in action

I would like to share a wonderful example of values in action displayed by teams within our Community and Oral Health Directorate this week.

The teams supported Coinda House resident, Colleen who is on a palliative care pathway, to return to country in Toowoomba to spend time with her family and friends. This was the only opportunity Colleen and her loved ones had to come together and share stories, memories and laughter over lunch.

The COH team told me they will never forget the smile and glow on Colleen's face; it was a rare opportunity for Colleen to be just herself and she tolerated the trip to country on the Coinda House bus well.

This is an amazing outcome for the health service, as Colleen initially had very little trust and faith in health services, initially choosing not to engage or have any treatment. Over the past few months, her care team have been able to build trust and rapport with her to significantly improve her emotional and spiritual wellbeing. The team tells me that the difference in Colleen's emotional wellbeing compared to six months ago is amazing, despite her physical decline.

A sincere thanks to all the COH teams involved in Colleen's care journey. Special appreciation goes to Dearne Dodd and Cindy Phelan from the Aboriginal and Torres

Strait Islander team, Louise Lynch Director Social Work, Maddison Goodwin Director Occupational Therapy, Helen Sheppard and Bill Lukin from SPACE, James Simpson Physiotherapist Cooina House, and the Cooina House nursing team.

What an amazing example of the true patient-centred care and the impact we can have on one's person life through teamwork and compassion.

Kind regards,
Jackie

Acting Chief People and Culture Officer **Brett Bourke**



Dear team,

Bernad Salt event recording and wrap-up

If you missed out on attending the recent Metro North Speaker Series event with special guest, Bernard Salt talking to 'the decade ahead in healthcare', the [recording of Bernard's presentation](#) is now available.

Bernard has also provided a wrap-up, from his view, summarising the main topics of discussion from the day as well as, from an outsider's perspective, the opportunities we could be leveraging over the next 10 years at Metro North Health.

A key takeaway from Bernard seems to be the enthusiasm and passion coming from the participants. I can't say I'm surprised. Our people at Metro North our are greatest asset and when we come together for a day of collaboration and learning at an event like the Speaker Series, it only strengthens our workforce and purpose.

The next Speaker Series event will be held on 12 June this year with special guest Dr Jo Lukins, talking to the role of mindset and wellbeing in sustaining high performance. [Find out more and register now.](#)

We need mentors for the new Metro North Mentoring Program

Following up on your feedback from the 2023 Have Your Say survey—where staff told us they want more learning and development opportunities—People & Culture have been working on a new Metro North-wide mentoring program. This structured yet flexible initiative fosters meaningful mentoring relationships by providing resources to support our mentors and empower mentees to connect and grow.

The program is planned to launch in May – first, we need mentors!

If you have a passion for nurturing and encouraging others, I encourage you to fill out the [expression of interest](#). We are looking for staff from all levels with diverse backgrounds and unique experiences.

Want to learn more about being a mentor first? Sign up for the one-hour virtual workshop [Mentoring at Metro North](#).

Doctor in training and mentoring program running again this year

The Level Up Doctor in Training Mentoring Program aims to provide junior doctors with support and opportunities to reach their career, personal and leadership goals through linking with a senior Metro North doctor as a mentor.

[Find out more and sign up](#) as a mentor or mentee.

Regards,
Brett

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.



If you have received this email and do not work for Metro North please follow this link to be removed from the mailing list.

[Email us](#)