



Dear colleagues,

I would like to acknowledge our exceptional Neonatal staff who have been operating well over capacity for some weeks, at the same time other NICUs across South East Queensland have also been under immense pressure. The unusual step of raising the nurseries to Tier 3 status was taken, which gives an indication of the clinical workload and staffing pressures they have been managing across both INC and SCN.

I am told the camaraderie and support among the workforce has been exceptional, and I thank everyone involved for their care and commitment to our youngest patients. You just need to look at the feedback at the end of this message to see how much this exemplary care means to the families at our service.

All Staff Forums and Brief the Boss

Direct feedback, input and suggestions from staff are greatly valued by the Executive team at RBWH so I would like to ensure we are facilitating that as effectively as possible.

All Staff Forums are conducted via Teams and everyone who works at the Royal is invited to attend. It's an opportunity to hear directly from me and other senior staff about what is happening around the hospital, as well as to ask questions or clarify anything you are unsure of.

During Brief the Boss you can approach me directly to provide one-on-one suggestions or feedback.

Please let us know at MetroNorth-RBWH-Communications@health.qld.gov.au if we can improve either of these processes in order to make them more accessible and engaging for staff.

Mass critical incident presentation

I encourage everyone who can to attend the upcoming presentation from Staff Wellbeing Specialist Dr Liz Crowe on preparedness for a mass critical incident. This most-interesting presentation is based on insights from Liz's participation in the Tactical Trauma Conference in Sweden last year, with learnings from the bombing at the Ariana Grande concert at Manchester Arena in the UK in 2017.

I have had the pleasure of hearing this presentation before and I can assure you it is extremely informative and thought-provoking, and will be of benefit to all RBWH staff, no matter what area you work in.

When: Tuesday 28 January 2025, 2-3pm

Where: RBWH Education Centre Auditorium and via Teams.

[Join via Teams](#)

Dr Glen Kennedy to take on role with Department of Health

After 20 years of dedicated leadership, Executive Director of Cancer Care Services Dr Kennedy has decided to take a secondment with the Department of Health as Queensland Cancer Lead.

He will retain one weekly session with RBWH.

Dr Kennedy has held numerous pivotal roles at RBWH, including Senior Medical Officer, Deputy Director of Haematology and Executive Director Cancer Care Services. As Executive Director, he was instrumental in establishing the CAR-T (chimeric antigen receptor) service and assisted with securing funding for the construction of the new Queensland Cancer Centre, two milestones that have significantly made an impact to cancer services in our region.

On behalf of RBWH I would like to thank Dr Kennedy for his years of exceptional leadership and wish him every success in the future.

Michael Smith will be the Acting ED Cancer Services until 9 February 2025. An EOI for the Executive Director role will soon be issued.

Queensland Cancer Centre update

You may be aware that the Queensland Government has announced that a review of the Capacity Expansion Program (CEP) is underway. The Queensland Cancer Centre (QCC) is one of the three Metro North CEP projects currently involved in this review.

We will provide a full update once the CEP review is complete.

In the meantime, the Metro North QCC project user and advisory groups continue, as do important planning activities such as developing Detailed Models of Care/ Service Delivery and consulting with the Hospital and Alcohol Drug Service (HADS) team regarding future relocation.

Thank you to all the teams as we continue with these activities. The insights gained help ensure we deliver the best healthcare infrastructure and services possible.

Volunteers now managed by RBWH

This month the responsibility for coordinating and managing the volunteer program transitioned from the RBWH Foundation to RBWH. The RBWH Hospital Volunteer Program will be managed directly within RBWH under the oversight of a newly created Patient Engagement Manager role. Merel Verbeke was the successful candidate and commenced on Monday 13 January. The contact details are RBWH-Volunteers@health.qld.gov.au and DECT phone 364 78030.

In the coming weeks the volunteers will move from the RBWH Foundation office to the space on the Ground Floor near the Dr James Mayne Building lifts.

HBCIS update for gender and pronouns

From February 2025, HBCIS will be updated to enable the recording of a patient's sex assigned at birth (Birth Sex) as well as gender and pronouns. This represents an important first step for Queensland Health in acknowledging and recording health consumer's gender identity within the Patient Admission System (PAS).

If you require more information about the HBCIS update please see the [Gender Identity SharePoint page](#).

Positive feedback

As mentioned above, here's some highly positive feedback we received recently highlighting the

"support, expertise and compassion" of our staff.

I feel incredibly privileged to have had my baby at the Royal Brisbane Women's Hospital Birth Centre, with the amazing care of staff. From start to finish, my journey was one filled with support, expertise, and compassion.

At 26 weeks, I was diagnosed with gestational diabetes. This could have been a daunting experience, but the diabetes clinic made it so manageable. I received regular check-ups and invaluable education, which gave me the confidence to navigate my pregnancy with this added challenge.

Although my birth plan didn't go exactly as intended, I couldn't have asked for a better experience. Every step of the way, I felt completely informed, empowered with choices, and cared for by the incredible staff. I knew I was in the best possible hands, surrounded by professionals who made me feel comfortable and at ease. Special mention must go to my midwives and the student nurse on shift during my delivery—they were absolutely amazing and went above and beyond to support me.

After my baby was born via C-section, I spent two days in the hospital, and the postnatal care was exceptional. The midwives were incredibly supportive with breastfeeding, recovery, and helping me learn how to care for my baby. They checked in on me regularly, offering constant guidance and reassurance, which made those early days so much easier.

The care didn't stop when I left the hospital. The after-birth care program has been nothing short of extraordinary. One nurse in particular has been a true lifeline. Her many home visits, continuous breastfeeding support, and encouragement have been invaluable. I genuinely cannot imagine how I would have gotten through these weeks without her.

To the entire team at RBWH, thank you from the bottom of my heart. Your dedication and care made such a difference to me and my family, and I cannot recommend you highly enough!

Thank you, Team Royal, for all that you do for 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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