



Dear colleagues,

Yesterday we received notification that Short Notice Assessment for STARS, including the Oral Health Alliance, will commence next week on **Monday 24 February 2025 and continue for four days, concluding on Thursday 27 February.**

The five assessors and one observer from the Australian Council of Healthcare Standards (ACHS) will review our performance against the eight National Safety and Quality Health Service Standards. They will spend up to 70% of their time in clinical areas.

Accreditation provides a great opportunity to showcase the great work we do in caring for our patients. If you have the chance to speak to members of the assessment team, talk openly and use the interaction to explain and highlight the positive aspects of your unit's work.

Just a few points to note about accreditation next week:

- Business as usual during assessment - all meetings are to go ahead.
- Room bookings may need to change to accommodate the assessment team.
- A suggested timetable will be distributed to the Senior Leadership Team and Operational Leadership team.
- Complete any mandatory training that is currently due or becoming due over the next few days.

At the conclusion of the accreditation process, the ACHS team will provide feedback on Thursday afternoon. All staff are invited to attend the feedback session, although due to space restrictions we are asking staff other than the Operational Leadership Team to attend via Teams, if possible. Please look out for further details about the feedback session early next week.

If you would like to find out more about the accreditation process you can see the [STARS accreditation QHEPS page](#), or the [NSQHS Standards page](#).

Metro North Strategic Plan pop-up sessions

On Monday we held our second pop-up session at STARS for the Metro North Strategic Plan. Thank you to staff who came along to discuss the plan and provide feedback.

We originally had a pop-up session planned for this Monday 24 February, but we have had to cancel the session due to meetings with the accreditation assessors. Apologies for this change but please note that you can still provide feedback on the [draft plan](#) via the feedback [survey](#) until the end of February.

Five-Year Strategic Outlook feedback

Last year we embarked on a journey to develop a Five-Year Strategic Outlook for STARS. We held workshops, presented at key committees, and consulted with staff via an all-staff survey over a two-month period on the priorities over the next five years.

As a result, we have developed the plan and are asking you to review it and provide your thoughts once again. You can [view the plan here](#).

If you feel we haven't captured the priorities to address the major issues facing you or your teams, from a clinical or service perspective – please let me know by **COB 14 March 2025.**

RBWH Foundation afternoon tea celebration

To mark their 40th anniversary, the RBWH Foundation is holding a Hospital Staff Celebration at Victoria Park on Sunday 2 March for all current and former RBWH, STARS and Redcliffe Hospital staff. Tickets are \$55 per person, which includes a drink on arrival and afternoon tea. There is also a lucky door prize and all guests will receive a commemorative pin.

Ticket sales close this coming Monday 24 February, so get a group together.

Click [here](#) to buy your tickets.

Patient compliment

"I have just returned home after undergoing vascular surgery and wanted to take this opportunity to thank the team that looked after me during my stay.

From admission, through pre-op, operation and care on the ward I could not have been looked after with greater care, understanding or expertise."

Kind regards

Dale Dally-Watkins

