



Dear team,

I'd like to start by acknowledging the work of TPCH staff at the beginning of this week with the hospital experiencing an extraordinarily high level of activity through our emergency department (ED) and wards.

On Sunday and Monday, our adult and children's ED collectively saw 349 patients and 343 patients respectively. This is a significant increase from January's combined daily average of 306 patients per day in what is already a very busy department. Based on this level of activity, the weekend also saw a higher number of average inpatient admissions each day via the ED, accompanied by significant complexity among our general medical inpatient cohort.

Also over the weekend, TPCH saw 24 inter-hospital transfers with a large proportion of these being for cardiology. This number of transfers is 15 per cent higher than this time last year.

Overall a very busy weekend for the hospital and I commend the efforts of our ED staff, Duty Nurse Managers and wards in responding to these demands. You ensured our patients continued to receive safe, high quality care despite the challenging circumstances. Well done everyone!

Executive update

Yesterday, Metro North hosted another pop-up session at TPCH for staff to provide feedback on the Metro North Strategic Plan 2024-2028. Acting Chief Allied Health Practitioner, Michelle Stute was present as a member of the Metro North Senior Executive Team to discuss the Plan and answer questions. Thanks to those staff who came along and shared their views. It is always good to chat to staff about what's important to them.

Staff are invited to attend the following final pop-up session at TPCH:

Friday 28 February
2.00pm – 3.00pm
Education Centre foyer

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.



Strategic Plan pop-up session

This week, Director of Operations EPIC Geoff Grima, Director Allied Health Perry Judd and I attended a meeting with senior staff from Paediatric Services to discuss current opportunities and challenges within Children's Outpatients. We discussed a wide range of issues including workflows, booking and referrals, communication, training needs and teamwork. Overall, a very constructive meeting and I thank the Paediatric Services team for the opportunity to be part of these discussions. If departments and areas would like members of the Executive team to attend particular meetings or sessions, please contact us.



Paediatric OPD meeting

Campus update

TPCH Expansion Project

In December 2024, the Queensland Government announced an independent review into Queensland Health's Capacity Expansion Program (CEP). The CEP includes our TPCH Expansion Project, as well as expansions to 10 other hospitals, plus the delivery of three new hospitals and the Queensland Cancer Centre.

The independent review is looking at the status of the CEP projects, any cost and time pressures, capacity constraints of the construction sector in Queensland and Australia, and how the CEP compares to other health infrastructure programs. The team leading the Independent Review are due to submit a Report to government, which is expected to be released in March. The Health Minister has affirmed the State's commitment to delivering every expansion project that sits within the CEP, so we can expect to see works ramp up once the outcomes of the review are known.

What this means for TPCH is that while the review is underway, we will start to see construction activity slowdown, including the construction zones reducing in size to help minimise the impact on our hospital operations. We have already seen site sheds removed from the Services Road, which frees up car parks for our engineering contractors, and realignment of fencing around the main Acute Services Building construction site to improve pedestrian access into the hospital.

Once the outcomes of the independent review are known, I will provide another update. In the meantime,

please continue to read the weekly TPCH campus update and if you have any questions about TPCH Expansion Project, reach out to the project team: MNH-TPCH-Expansion@health.qld.gov.au.

Car parking update

The new multi-storey car park (P2) is nearing completion with an expected opening early March, with car park technology installation completed by end of April. As we near the technology install date, the car park team will begin to take applications for staff parking within the new multi-storey. TPCH staff parking QHEPS page will be updated with application forms available mid-March ready for expected operationalisation in April.

If your team would like to take advantage of a session with the new Car Park Coordinator Tracy Murovanchik, please email TPCHCarPark@health.qld.gov.au to book a presentation. More information booths within the Common Good Café are planned in the coming weeks.

Last week, access changes to the existing car park were implemented as the new express ramp between the two car parks begins to be used. Entry to the existing P1 car park will be via the new ramp which has been built to connect both car parks.

The illuminated data sign has been relocated further along Main Road to provide information to people visiting the campus about access changes to the car park. Temporary signage will be in place to direct vehicles, and directional signage to the temporary car park office (located adjacent to the entry and exit boom gates on the express ramp) will be installed throughout the car park and on the entry and exit boom gates.

The existing multistorey car park (P1) is the only car park on the campus for patients and visitors. Staff should plan to use the dedicated staff car parks.

Staff information on parking options can be found on QHEPS by following this link: [Staff Car Parking | The Prince Charles Hospital \(health.qld.gov.au\)](#)

Palm tree removal

From mid-March, the hospital will commence the periodic removal of several cuban palm trees located along Main Drive, the hospital's main driveway.

The decision to remove the palm trees has been made at the recommendation of our TPCH gardening team following several recent incidents involving palm fronds dropping and nearly injuring staff, patients and visitors. The palms recommended for removal are in high traffic zones and pedestrian areas, with traffic set to increase once the new multi-storey car park opens. These removals should reduce the risk of harm significantly.

Once the palms are removed, the gardening team will commence a tree replacement program using Queensland Kauri Pines, a tree species that is used along arterial roads due to compatibility with high traffic areas. Necessary arrangements will be put in place during the palm removal process to ensure the safety of staff, patients and visitors.

Have Your Say survey

In the lead up to the next Have Your Say survey in May, last week I started sharing some of the local improvements that have been made through feedback from the previous survey. This survey provides an important opportunity for staff to tell us what we are doing well and what we need to improve on.

The last survey allowed us to listen to staff and identify key themes including workload and professional development.

What has been done:

Managing workload

- Creation of additional roles to support patient flow
- Establishment of systems to allow tracking and effective allocation of non-clinical time for clinical staff
- Increased backfill opportunities

Improving professional development opportunities

- Releasing staff for secondment opportunities
- Regular staff meetings with invited guests to improve information knowledge of different areas around the hospital

I will continue to share more of the improvements that have come out of local survey action plans in my upcoming weekly messages.

Staff profile - Rawn Mitchell

Rawn Mitchell is the Grounds Maintenance Supervisor for TPCCH's Building Engineering and Maintenance Services. In this role, he supervises a team responsible for tree and garden maintenance, lawn maintenance, waste removal, irrigation, traffic control, footpath and road repairs on TPCCH's 87-acre campus.

Previously the Foreman for Parks Gardens and Cemeteries in the Scenic Rim Regional Council Western Division for 13 years, Rawn places importance on the ability to connect people with the outdoors through ensuring grounds are well maintained for their enjoyment. He considers the hospital very fortunate to have open, forested areas especially in the middle of Brisbane.

After living overseas for several years, Rawn greatly values the Australian health care system and being part of a team that contributes to the aesthetics of a busy hospital like TPCCH.

In his spare time, Rawn likes to travel and is about to take a six-week trip to visit the standing stones that predate the Pyramids in Orkney Island and the Hebrides in Scotland. Sounds exciting Rawn!



Shout out

This week's shout out goes to the Rehabilitation and Acute Stroke (RAS) Unit and Social Work teams for their exceptional care and support of long stay patient, Kelvin Wee who was recently discharged after a 148-day journey following a significant stroke in September last year.

When admitted to the RAS Unit, Kelvin required a nasogastric tube, 24-hour consistent nursing care, a sling hoist transfer to be out of bed, and had speech and communication impairment. As a New Zealand resident, Kelvin also experienced unique challenges with securing accommodation and appropriate care support upon discharge. However, with the assistance of our Social Work team, Kelvin was able to successfully secure Long Stay Rapid Response funding to facilitate his safe discharge to independent living with the necessary supports. Staff from the Internal Medicine Service also generously donated household items to help Kelvin settle in comfortably.

The RAS Unit recently held a special discharge ceremony to honour Kelvin's resilience and the collaborative efforts of the multidisciplinary team who played a vital role in his successful recovery and discharge. A wonderful effort from everyone! We wish Kelvin all the best.



Special recognition

This week, TPCH's IMS team welcomed back former long standing nurse educators, Joan Holmes and Margaret Turner for a special catch up to celebrate their individual contributions to TPCH. Joan and Margaret each dedicated 47 years of service to Queensland Health, supporting the outcomes of patients through their investment in the quality education of nurses. Their dedication is respected and appreciated.



Margaret Turner and Joan Holmes with members of IMS nursing team

Kind regards,

Tami Photinos
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.

**Metro North
Health**



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