

# Executive Message

## Metro North Health



### Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

In health care, we have the privilege of supporting people at some of the most vulnerable times in their lives. Compassion plays a key role in determining whether people feel safe and respected under our care during these times, and how they experience and judge their journey with us.

We know ourselves, that feeling valued and safe in the workplace through open, supportive and kind interactions with our colleagues allows us to perform well and feel good when we come to work. Essentially, we all respond positively to compassion.



That's why I'm pleased to share the release of a new [video](#) aligned to our Metro North Compassionate Care Principles which can be viewed [here](#).

The video serves as a powerful reminder that clear, timely, and compassionate communication can have a significant impact. A simple update, an honest conversation, a moment to listen and respond can ease anxiety, and ensure our patients feel seen and heard no matter how long they are with us for.

I encourage you to take the time to watch this video and reflect on how you can incorporate its principles into your daily practice. By doing so, we can continue to uphold the highest standards of care and make a meaningful difference in the lives of those we serve.

### Health Equity community consultation

Yesterday I joined over 200 community members and staff at Rothwell for our first Health Equity community consultation event for 2025. This was an opportunity to come together with community partners to discuss co-design activities and initiatives that will support the

next stage of our Metro North Health Equity Strategy 2025 to 2028.

The key themes for the event were Mental Health and Women's, Children and Families; areas of focus in our revised Health Equity strategy. To highlight these themes, we heard from some keynote speakers who shared personal experiences about their health care journeys. This allowed us to gain a greater understanding of the work we need to do to help create more culturally responsive, sensitive and accessible services for Aboriginal and Torres Strait Islander people within particular service areas.

Events like this are important as they allow Metro North to engage and connect with our Aboriginal and Torres Strait Islander community in a meaningful way, and ensure that we continue to develop services that make Metro North a more culturally capable health service.

A special thanks to Uncle Mack Muckan who performed the Welcome to Country, the Undumbi Aboriginal and Wagga Torres Strait Islander dance groups, and to our Aboriginal and Torres Strait Islander Leadership Team for coordinating another successful community engagement event. I look forward to the next event.



*Health Equity Community Consultation event*

## Shadow SET

I mentioned in my message last week, that I attended the first meeting of our newly appointed Metro North Shadow Senior Executive Team (SET) which is chaired by Prof Kesh Baboolal. Here is a photo of our new leadership team.



## Have Your Say update

### Busting myths about the Have Your Say staff survey

I hosted a vidcast on Monday with Jacqui Parle from Best Practice Australia (BPA) Analytics, the independent provider that administers the Have Your Say (HYS) staff survey. We unpacked some common myths and shared why your voice matters more than ever, encouraging everyone to take part in the **upcoming survey from 12-30 May**. You can watch the 30-minute [vidcast recording](#) but here are a few of the key takeaways:



#### **Myth: It's not really anonymous.**

**Fact:** Your employee number is only used to give you access and ensure your responses are linked to the correct work unit. It's not attached to your answers. No identification of responses is included in the report Metro North Health receives – feedback is grouped and not individually identified.

Full reports are only generated for leaders where they have 10 or more responses, so results are not easily identified based on individual feedback.

#### **Myth: The survey takes too long.**

**Fact:** The survey is in-depth so we can capture meaningful data to improve culture and engagement at Metro North—but it's flexible. You can choose to only answer those questions which are truly important to you, your role or team. We'd prefer you give some feedback rather than none as any responses are rolled up into the data we receive.

#### **Myth: I need access to a work computer to complete the survey.**

**Fact:** The survey can be accessed by any computer or mobile device and posters with a QR code will be placed around the facilities and posted on the [Metro North staff Facebook page](#).

There will be HYS survey hubs with tablets provided by People and Culture in facilities over the three-week survey period to make it easier for staff to complete the survey on the ground. All managers are urged to factor in time for each staff member during a shift to complete the survey.

#### **Myth: Why complete the survey when nothing changes.**

**Fact:** I can assure you there is a lot of work that goes on behind the scenes to address areas needing improvement. Since the 2023 survey we have had a [Metro North Have Your Say action plan](#) along with each directorate having local action plans. This survey, leaders will be required to provide more visibility over what action is being taken at their level and middle managers will be expected to set goals for themselves and their teams based on local feedback.

To learn more about how the survey works, read the [HYS FAQs](#). I encourage you all to take

part in the upcoming Have Your Say survey. Your feedback is vital in helping Metro North Health continue to be a great place to work.



The following vidcasts over the next few weeks will provide important information and support for our managers in relation to the upcoming Have Your Say survey, so if you are a **people leader please attend** and you should have received a calendar invite.

Any staff member is welcome to attend if you want to learn more about the survey and what to expect.

**Have Your Say – your role as a leader and driving change**

Tuesday 15 April – 12pm to 12.30pm

[Join vidcast](#)

**Have Your Say – Goal setting and taking action**

Tuesday 29 April – 10am to 10.30am

[Join vidcast](#)

**Have Your Say – Supporting you and your team**

Tuesday 6 May – 10.30am to 11.00am

[Join vidcast](#)

## Staff flu vaccination program

The annual Metro North staff flu vaccination program starts at several facilities next Monday, with more locations to follow in the coming weeks.

With the flu and other respiratory illnesses set to increase in our emergency departments, now is the perfect time to protect yourself.



Here are the start dates at each facility:

- **TPCH and Kallangur Satellite Health Centre** – Monday 14 April
- **COH** – Monday 14 April
- **Redcliffe** – Monday 14 April
- **STARS** – Thursday 17 April
- **Caboolture, Kilcoy, Woodford and satellite health centres** – Tuesday 22 April
- **RBWH** – Monday 28 April

For more information, including clinic times and locations near you, visit the [staff flu vaccination Extranet page](#)

## Staff profile - Liz Bennett

Liz Bennett is the Team Leader of the Perinatal Wellbeing Team in Metro North, Chair of RBWH Staff Council and the recently appointed Deputy Chair of the Metro North Clinical Council.



With a career spanning several decades, Liz has worked in various health specialties including medical, surgical, medical imaging and mental health across a range of Queensland Health facilities - Townsville, PAH and Redcliffe Hospital. She now works at RBWH as team leader of [Metro North's Perinatal Wellbeing team](#), a specialist short-term non acute service that supports people within the mental health space from conception to one year postnatally.

She also periodically worked in an NGO with homeless youth running a health clinic with a strong focus on health promotion and sexual health, allowing her to gain a thorough understanding of trauma informed care and recognition of vulnerabilities that patients present with.

In her role as Chair of the RBWH Staff Council, Liz has actively sought to ensure that the council is representative of all disciplines and areas across hospital facilities to ensure that staff voices are heard. This focus now extends to her new role as Deputy Chair of the Metro North Clinical Council where she recognises that Metro North encompasses many disciplines and aspects of health care and is passionate about providing more staff with the opportunity to vocalise their concerns and interests.

Liz is a strong ally for Aboriginal and Torres Strait Islander staff, having actively advocated



for support to build an identified workforce within her service through the creation of additional career pathways. She values safe and inclusive workplaces, showing strong support for staff who identify as LGBTIQ and those who are neurodiverse.

Liz works closely with Metro North Clinical Council Chair Dr Alan Yan to advocate for and represent staff across the health service. She is keen to receive feedback from staff across all parts of the organisation and ensure there is escalation of concerns as a way of improving the culture and environment of Metro North.

### Fraud risk assessment survey

Maintaining a culture of integrity, transparency and accountability is at the heart of everything we do in Metro North. As part of our commitment to preventing fraud and strengthening our internal controls, we are conducting a [Fraud Risk Assessment Survey](#) and need your input.

Why your participation matters:

- Your insights will help identify fraud risks and areas where we can improve our controls.
- Together, we can promote ethical behaviour across Metro North Health and identify areas we can improve awareness and communication.
- Your honest and thoughtful responses will be invaluable in helping us improve our fraud and corruption control program and further strengthen our internal controls.

The survey is completely anonymous, and your feedback is key in helping us identify potential risks, improve our practices, and ensure we continue to foster a transparent and ethical workplace.

I encourage all staff to complete the [Fraud Risk Assessment Survey](#) by 24 April 2025 by clicking on the link below.

Complete here - [Fraud Risk Assessment Survey](#)

### Shout out

This week's shout out goes to the Older Person Emergency Network (OPEN) team following a wonderful compliment received from the daughter of a patient. Below is an excerpt of this moving feedback which highlights how the delivery of skilled, respectful and compassionate care can make such a difference to the outcomes and experiences of our patients and their families. Well done to the OPEN team, an outstanding example of our values in action.

*"Early hours last Saturday morning mum had a fall and sustained a cut to her eye. After an onsite assessment and an ambulance referral to OPEN, we received a visit from Sarah and Alicia. These lovely nurses arrived after lunch to assist mum, and to avoid a confusing hospital transfer for her.*

*"The reason for my email is to express our genuine thanks to OPEN and these beautiful ladies for their astute assessment and their care and calm counsel while treating mum. My sister and I have spent many hours, particularly over the last few years in emergency*

rooms with mum. Although she has always received good care, we now experience anticipation on her behalf at the thought of her dementia and having to face the intake process in the busy emergency environment.

On Saturday we received exceptional advice from Sarah and Alicia to help guide us with an answer and forward plan for mum. Your nurses didn't only focus on the cut on mum's eye, they fastidiously analysed all of mum's symptoms and commenced rapid treatment for an infection in the existing wound on mum's leg that was only dressed 48 hours prior. During their time with us, we felt very validated with our input and reassured by Sarah and Alicia to allow us confidence to continue assisting mum - with their voices replaying in our head after they had left - thank you!

The rest of our weekend was absolutely around the clock attending to mum's needs, her delirium, confusion and paranoia until her antibiotics worked and her temperature calmed down. Sarah had briefed the team at mum's aged care home in detail about her care plan while Alicia provided advice for Megan and I around self-care during this stressful time when we are both struggling and already grieving the loss of our lovely mum.

As a result, access to OPEN has ensured our mum has improved significantly since Saturday which will allow us to once again see a clearer picture of her true health status. We understand mum doesn't have a lot of life left, and sadly her body is working against her will to live. We do know that after a long life of looking after her family and others, she is afforded the dignity of good care and respect, so once again we cannot thank you enough for the exceptional care our mum received because of this valuable service."



*Some members of the OPEN team*

Kind regards,  
Jackie

Executive Director, Clinical Governance  
**Grant Carey-ide**



Dear team,

Partnering with consumers is critical to our work.

Metro North Health has recently updated its [Collaborating in Health Strategy](#) to extend its life by an extra 12 months. This consumer and community engagement strategy outlines our commitment to listen to, learn from and act upon the lived experiences of people who access or who need access to our services, including their families and support networks.

The refreshed strategy is now live on our webpages, and available for all staff and our consumer and community partners. The intended outcome of the Strategy is to:

- Make it easier for people to access care and ensure their rights are met,
- Ensure consumers' goals of care are met, and
- Improve the experience of care for those receiving it and their loved ones.

These outcomes will be met by partnering with consumers and community in the decision-making related to planning, delivering/implementing, and monitoring/evaluating:

- Health service care
- Plans and strategies
- Major infrastructure initiatives including the roll out of digital health infrastructure and services
- Organisational development and governance
- Research projects.

The review of this refreshed Strategy with consumers and staff assures us there is a shared commitment to collaborate in authentic and meaningful ways with our diverse communities. The Board and Executive of Metro North will act on the five priorities within this Strategy. You can read the Strategy here and share it with consumers who you partner with: [Collaborating in Health Strategy](#).

If you would like to be a part of the development of Metro North's *next* consumer and community engagement strategy that will come into effect from January 2026, [please complete this online form](#) by Tuesday 22 April. As the Strategy cuts across every facet of work done by teams across Metro North Health, we will need strong support from our staff to design it and see it into fruition.

Thanks for your support.

Regards,  
Grant

A/Executive Director Clinical Services  
**Ila Stuer**



### Roadshow delivering patient outcomes

Last week, the Healthcare Excellence and Innovation (HEI) team held our first Roadshow pop



up at TPCH.

We had great conversations with staff about our initiatives and the services we offer, but I am very delighted to share that it also led to an opportunity to have a life changing impact on one of our patients. A staff member who was part of the treating team for a young Aboriginal woman, living regionally, expressed concerns about this woman's ability to access her required medications. By linking the staff member with the TPCH Aboriginal and Torres Strait Islander Health Unit and a local Senior Health Worker, the patient was able to be connected with one of the Aboriginal Medical Services in her local area, which will assist with getting her access to the medications she requires.

This is a great example of positive collaboration and how HEI works across the system to deliver equitable access and patient outcomes. In addition, we had some great discussions about outpatient improvement initiatives and also made some great connections with staff to participate in the upcoming HELIX sprint series.

We are looking forward to visiting Redcliffe Hospital on Monday 14 April and more staff over the next six weeks as the Roadshow continues. Come and chat with us about how we can work together to deliver patient outcomes. These are the other dates so far [Roadshow](#) | [Healthcare Excellence and Innovation HEI](#) | [Innovation](#) | [Metro North Health](#).

Regards,  
Ila

**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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