

Executive Message

Metro North Health



Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

As we head into the Easter long weekend, I would like to extend my thanks to all staff across the health service for your care and commitment to the health of our patients and consumers.

Health care runs in cycles and we know that the cooler months bring extra demands on our already busy services, with the rise in respiratory illnesses among our staff and broader community.

In saying that, I see that Easter Sunday is forecast to be a warm day, so I plan to make the most of the beautiful weather before the colder conditions set in.

Whether you are relaxing, travelling or working over this long weekend, my message to everyone is take care of yourselves and your loved ones. Easter is a busy time on the roads so please stay alert and safe.



Protect yourself through vaccination

Another way staff can look after themselves is through vaccination.

Staff flu vaccination program

Our staff flu vaccination program commenced this week at TPCH, COH, Redcliffe, Kallangur Satellite Health Centre and Green Square with over 700 staff getting vaccinated in the first three days.

RBWH, Caboolture, Kilcoy, Woodford and Satellite Health Centres (Bribie Island and Caboolture) will start to roll their program out over the next couple of weeks.

Caboolture, Kilcoy, Woodford and satellite health centres – Tuesday 22 April

STARS – Wednesday 23 April
RBWH – Monday 28 April

This year we're aiming for an 85 per cent vaccination rate among our workforce. Achieving this target will ensure we're well protected, especially with high rates of flu expected again this year.

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

Measles

Metro North has reported two measles cases within the last fortnight. Measles is very infectious. Those who are not immune may be infected just by being in the same room as an infectious person or entering the room shortly after the infectious person has left.

It is important for both the safety of our staff and our patients that all Metro North staff are immune to measles.

You are considered immune to measles if:

- You were born in Australia before 1966 (unless a blood test shows you have no immune protection against measles)
- You have written evidence of receiving two doses of a measles-containing vaccine
- You have had a blood test that shows you are immune to measles (i.e. detectable measles-specific IgG antibody)
- You have previously had measles disease confirmed by a laboratory test

I urge all staff to check their records for evidence of measles immunity.

If you are not immune or not sure if you are immune, please see your general practitioner or your facility's staff vaccination service without delay.

Measles vaccination is safe, effective, and free for anyone without documented immunity (as per the above criteria).

Please note that measles vaccine is not recommended for pregnant women or people who are immune compromised.

Have Your Say - success story

The Have Your Say (HYS) staff survey is a powerful tool teams can use to turn an average workplace culture into a successful one. When used well, it helps create a workplace where employees feel valued, happy and eager to come to work.

This week, I'm proud to profile the Redcliffe-Caboolture Child and Youth Mental Health Services team - an inspiring example of what can happen when feedback is taken seriously.

In the 2021 HYS survey, the team had a culture of 'reaction', but by 2023, through meaningful action and commitment, they were proud to achieve a culture of 'success' in the survey.



Chantelle Young is the Team Leader who saw the survey results as an opportunity, not a setback.

"I held a team planning session which was facilitated by a respected staff member who does not work in the team. The team were able to set their goals and aspirations for the year and I worked hard to make sure that we, as a team, were able to implement these into our new service model," Chantelle said.

With the feedback in mind, Chantelle has adapted new ways of working going forward.

"I have a particular recruitment strategy and really consider the attributes and skill sets of the team in candidate selection," she said.

"I have monthly informal catchups with each team member so they have time with me to raise any concerns and we can maintain a sense of connection."

With approximately 31 people in the team, building a culture of respect, collaboration and fun is no mean feat. But the team make a habit of celebrating birthdays, have cook offs and organise lunchbox learning.

"The team report they feel like I have their back and protect them from much of the system stress that could otherwise make working in health difficult. I try to be open and honest about things that are going on that might impact them, and resolve matters that come up as soon as possible," Chantelle said.

"Our team is amazing at welcoming new people to the 'CYMHS family' because at the end of the day, we all look after each other and the little people who we are here to help."

This is a great example of accountable, proactive leadership. Not only by Chantelle, but the whole team who took part in the survey, contributed to action planning and continue to invest in a positive culture.

Well done to Redcliffe-Caboolture CYMHS on leading with purpose and our Metro North values.



Members of the Redcliffe-Caboolture Child and Youth Mental Health Services team

Staff profile - Prof Owen Ung

Prof Owen Ung is a breast, endocrine and general surgeon at RBWH and STARS and the Director of the Metro North Comprehensive Breast Care Institute. He is the Mayne Professor of Surgery at the University of Queensland (UQ) Medical School and the recently elected President of the Royal Australasian College of Surgeons (RACS).



Owen spent his resident years in country Queensland before training in surgery at RBWH. He undertook Post Fellowships as a lecturer in surgery at the University of Wales College of Medicine in the UK then at Westmead in Sydney. He spent a further 17 years at Westmead before returning to Brisbane in 2009 to head the breast endocrine surgery unit at RBWH and join the academic department at UQ. Owen made the decision to leave private practice three years ago to focus on his current substantial roles, public medicine, research and teaching.

As previous Vice President of RACS, Chair of RACS Queensland State Committee and a RACS Fellowship examiner for a decade, Owen is committed to his profession and has been a strong contributor to surgical education and advocacy at a national level.

In his role as Director of the Metro North Comprehensive Breast Care Institute, Owen's focus is on improving the pathway and accessibility for women requiring diagnostic and treatment services for breast cancer through research and novel innovation, and community engagement. He heads the breast reconstructive program with the Herston Biofabrication Institute (HBI) which provides significant possibilities and opportunities in 3D printing and bio fabrication.

Owen is passionate about fostering a patient-centred approach and achieving surgical excellence across technical and non-technical skill areas. He is strongly committed to maintaining and instilling social responsibility within his profession, especially from the earliest stages of a person's medical career.

When not working, Owen spends as much family time as possible at his property in the Sunshine Coast Hinterland. He and his wife Sue are looking forward to having more family time with their grandchild and one more on the way.

Virtual Courageous Conversations

Metro North Health is committed to creating an environment free of racism and discrimination, with zero tolerance towards racial discrimination within our hospitals and health services. All employees have a personal responsibility and duty of care to help eliminate racial discrimination and institutional racism, and make an effort to address unconscious bias towards Aboriginal and Torres Strait Islander peoples.

As part of our [Metro North Health Equity Strategy 2022-2025](#), we have invested in the delivery of Virtual Courageous Conversations: The Experience™ training for our staff to explore unconscious bias and various forms of racism. This training is timely with the upcoming launch of our anti-racism campaign later this year.

I strongly encourage staff to participate in this important training. To enrol, search the [Talent Management System \(TMS\)](#) - 'Virtual Courageous Conversation: The Experience.'

Shout out

This week's shout out goes to Luke Mayze, Videographer with the Metro North Clinical Multimedia Unit who recently had his first feature film released in Australia. Luke's film 'First Forever Love' was shot in 2019 in the Philippines and has since been released in 20 countries around the world before streaming here and in New Zealand. You can watch the trailer [here](#).



Luke's career as a videographer and film maker started in the early 1990s when he attended film school at the College of Art at Griffith University. After graduating, he commenced full time work with Metro North for seven years before going part-time to enhance his broader film making career.

In his role as videographer, Luke works with staff across all parts of the health service, producing, directing, filming and editing a range of educational, promotional and clinical videos. Using his skills of understanding and interpretation, Luke enjoys working with staff to create the best possible video resources that communicate what they want to say to their intended audience. He is passionate about producing creative videos that tell a story and elicit emotion within the audience, while helping patients and staff.

Outside of his role with Metro North, Luke is a writer, editor, producer and director, having created many short films, corporate videos and commercials and is now planning his next feature film. He is also a photographer, undertaking work with actors as well as other corporate jobs.

When not film making and taking photos, Luke enjoys spending time with family and friends, travelling, going to the beach and keeping fit. Congratulations Luke on your achievement! You're a great asset to Metro North.

Kind regards,
Jackie

A/Executive Director Clinical Services
Ila Stuer



Brain and Spinal Cord Injury (BaSCI) Showcase and enhancing care pathways

On 26 March, over 40 staff and consumers participated in the Metro North Brain and Spinal Cord Injury (BaSCI) Showcase to celebrate the achievements of the four-year BaSCI project and to hear how it has successfully contributed to enhanced, equitable and connected care for patients with brain and spinal cord injury.

Designed to help improve rehabilitation care pathways across the system, the state-wide BaSCI project has improved care for people with brain and spinal cord injury through building workforce capability, establishing specialist embedded teams, developing service recommendations and documentation improvements to enhance flow and integration across services.

A significant highlight of the program has been the establishment of the Brain Injury Community Integration Service (BICS), a dedicated team providing access to previously unavailable specialist acquired brain injury community rehabilitation close to home, community, and country. The service is improving outcomes for consumers and has been shown to avoid unnecessary emergency department attendance through provision of appropriate community-based care.

In addition, Metro North BaSCI has been pioneering projects locally and for the state to improve knowledge, diagnosis and outcomes for Queenslanders experiencing prolonged disorders of consciousness (PDOC) following profound brain injury. This has included projects at RBWH and across Metro North to design and implement innovative and efficient models of care and the associated resources.

Another outcome is the establishment of the Spinal Cord Injury Metro North Health (SCIMNH) team: embedded positions of a SCI Clinical Nurse Consultant and Advanced Physiotherapist for inpatients in Metro North. Positive outcomes include early identification of people with spinal cord impairment, local clinical expertise to support staff and patient needs and ensuring access to the right assistive technology whilst navigating the rehabilitation journey.

You can read about the successful highlights of BaSCI [here](#).

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.



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