

# Executive Message

## Metro North Health



### Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

I hope that many of you had the opportunity to enjoy some well-deserved rest and relaxation over the Easter long weekend, however you chose to spend it. To those staff who worked and continued to provide valuable support to our community, thank you for your care and commitment. Our Metro North emergency departments (ED) experienced consistently high levels of activity over the Easter period, providing exemplary care to total of 4,706 patients. RBWH's ED had an increase in the sickest patients with a total of 27 category 1 patients, equating to a quarter of the entire month's category 1 patients in just four days. The main reason for these presentations was trauma/injury and neurological symptoms.



This type of activity is a reminder about the importance of safety and well-being. Like our experience shows, we see more accidents during this period, with more people being on the roads, participating in different types of recreation activities, and attending more social get-togethers. After any holiday period, and now with winter approaching, I like to make sure I'm taking proper care of my health, and encourage others to do the same. There are some useful websites and resources available including Queensland Health's [Staying Healthy website](#) which contains information on a variety of health topics.

Staying healthy also includes keeping yourself protected against influenza by obtaining your vaccination through Metro North's staff flu vaccination program. For more information, including clinic times and locations near you, visit the [staff flu vaccination Extranet page](#).

This program, along with a range of topics will be highlighted at our next Senior Executive Team (SET) staff forum at Brighton on Thursday 1 May, 11.30am - 12.30pm. This forum is open to all staff and an opportunity to connect with the Senior Executive Team and ask questions. I will be on leave next Thursday and Friday so our Chief Operating Officer, Stephen Eaton will lead the staff forum. If there are any particular topics that staff would

like covered at the forum, please email them to: [MetroNorth-Communications@health.qld.gov.au](mailto:MetroNorth-Communications@health.qld.gov.au)

### Research Excellence Awards - nominations open

A reminder that nominations for the Metro North Research Excellence Awards are still open until next Friday 2 May 2025. These Awards highlight the impressive range of research excellence within our health service, offering a chance to showcase our top researchers, as well as recognise emerging and early-career talents.

Nominations are sought from researchers and projects across Metro North, covering all professional fields, clinical services, and facilities. Metro North values research collaborations and understands that nominations may include projects involving researchers from other Queensland Health services or external academic, scientific, or community partners.

[Nominate here.](#)

### Queensland Health Incident Review External Experts register

Staff are invited to join the Queensland Health Incident Review External Experts (QHIREE) register. QHIREE is a register of subject matter experts (SMEs) from a broad range of specialties with expert skills and knowledge to be involved in clinical incident review processes.

More information about the QHIREE register is provided in the message from our Executive Director Clinical Governance, Grant Carey-Ide below.

Submit your [Expression of Interest](#) to join the Queensland Health Incident Review External Experts register.

### Staff profile - Dr Monica Korecki

Dr Monica Korecki is a Deputy Director of Anaesthetics at Redcliffe Hospital, co-chair of the Redcliffe Hospital Clinical Council, and a member of the Metro North Clinical Council.

Dr Korecki's clinical career has spanned four states and a range of facilities from smaller rural hospitals to major tertiary centres.

Her connection with Metro North and Redcliffe Hospital began in 2007 as an Anaesthetic Registrar, returning to Redcliffe Hospital and Metro North in 2016. In 2020, she was appointed Deputy Director of Anaesthetics, a role she shares with colleague, Dr Miriam Tohill.



Day-to-day, Dr Korecki's clinical work involves caring for patients in operating theatres, medical imaging, the day procedure unit and birth suite.

She says that she loves working at Redcliffe Hospital because her colleagues feel like her second family – and so many people go out of their way each day to make the hospital feel special for patients and those who care for them.

As co-chair of the Redcliffe Hospital Clinical Council, and now as a member of the Metro North Clinical Council, Dr Korecki is passionate about making sure that patients have the best possible experience when they come for their episode of care.

She is also a strong advocate of having an effective work-life balance, and understands the connection between looking after ourselves and our ability to deliver excellent patient care.

As the mother of two school aged children, Dr Korecki enjoys outdoor family time with kayaks, bikes and paddleboards.

### Patient information privacy

Patients who access public health services like those we provide in Metro North, expect and trust that their information will remain private and confidential. As Metro North employees, we are obligated to support the privacy of all patients who access public sector health services. Several legal obligations apply to Metro North and its employees when dealing with patient information and the systems which contain this information. Some of these obligations are found within the following legislation:

- *Information Privacy Act 2009* (Qld)
- *Hospital and Health Boards Act 2011* (Qld)
- *Code of Conduct for the Queensland Public Service*
- *Criminal Code 1899* (Section 408E).

Staff are strictly prohibited from using or accessing patient information in any manner that does not meet the above requirements. For example, accessing a clinical information system to look up yourself, family or friends is not part of an employee's role in delivering healthcare and is a breach of legislative requirements.

Please note that all staff have an obligation to report any suspected misuse of patient information, including misuse of information systems. You can report any concerns to your line manager, the Metro North Ethical Standards, your local People and Culture team, or the Information Access Unit.

More information about [privacy and confidentiality](#) is available online. The Metro North Integrity Unit can be contacted by phone on 3646 1566 or [mn-esu@health.qld.gov.au](mailto:mn-esu@health.qld.gov.au)

### Shout out

This week's shout out goes to Metro North Health Excellence and Innovation (HEI) team who recently received a grant from the Emergency Medicine Foundation for their research project - *Optimising patient flow: reducing delay to discharge from acute wards to*

*residential aged care facilities (RACF) to improve access block in the emergency department.* The project, which received \$272,000 (plus \$180,000 in-kind support from CSIRO, UQ, and CEQ) is led by the Medicine Stream (Principal Investigator Angela Wood), in partnership with Critical Care Stream, RBWH, TPCH, Caboolture Hospital, COH, CSIRO, UQ, QUT, CEQ and the Brisbane North Primary Health Network.

The research aims to reduce delays for the large volume of patients who are clinically safe and ready for discharge but awaiting residential aged care placement. This will improve access block for Emergency Department (ED) patients awaiting acute care and reduce harm associated with ED overcrowding and prolonged ED stays. The successful grant highlights the importance of a comprehensive whole-of-system approach to patient flow. Well done!



*Principal Investigator Angela Wood receiving award from Director-General, Dr David Rosengren on behalf of the project team*

Kind regards,  
Jackie

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



### Our role in keeping our work areas safe

Mould growth in facilities is an ongoing challenge across Queensland. At Metro North Health, the Environmental Cleaning Working Group is progressing mould remediation across all Metro North facilities. Our plan includes cleaning regimes of infrastructure, equipment, air conditioning units and ceiling tiles. This is to support ongoing improvement of air quality and dehumidification strategies, to control and eradicate mould growth.

Our cleaning colleagues face huge challenges in being able to effectively clean all areas of our facilities. One of those is trying to clean work areas that are cluttered, often with large spaces taken up for storage. There are two really important things that we can all do to

support our colleagues who work so hard to keep our facilities clean.

All staff can assist with mould remediation by maintaining tidy work areas, enabling staff to effectively clean. Please provide early notification of suspected mould growth to your local BEMS for review and implementation of remediation strategies. Thank you for your contribution to this ongoing work.

## QHIREE

Hopefully that heading grabbed your attention! QHIREE is the Queensland Health Incident Review External Experts (QHIREE) register. It's a great new initiative from Clinical Excellence Queensland (CEQ) that establishes a register of subject matter experts across the whole state who are able to support serious clinical incident analysis. That's important because, for us to constantly improve the care we provide to our patients, we need to understand the opportunities we have to improve. Having clinical and support experts involved in our clinical incident reviews means that we are able to take an objective view of what could have been done differently to achieve a different outcome.

As CEQ tell us, 'Being a member of QHIREE means you're on a register of external experts willing to share your knowledge when a serious clinical incident occurs in Queensland Health Hospital and Health Services.' Being added to the register means that you:

- Share your knowledge and expertise with others.
- Review a clinical incident with other subject matter experts to support identifying contributing factors, recommendations and lessons learnt that can be implemented to support patient safety.
- Improve your own practice through shared learning from the incidents you review.
- Gain CPD points (if your college accepts it).

I encourage everyone who is interested to submit their EOI through this link: [Expression of Interest](#)

## Clinical and Worker Incident Reporting

Metro North is committed to being a learning organisation and to enhancing the safety of our patients and our staff. One of the most valuable ways we can achieve that is to understand the challenges that our staff face every day in undertaking their roles in caring for our patients through incident reporting.

In Metro North, we use the Riskman incident reporting system. Every staff member is able to directly enter an incident (either an actual incident or a near miss) into Riskman using their Novell log on. Incidents that are entered either relate to harm that reached a patient, even if minor and/or temporary, or harm that was caused to our staff members, again even if minor or temporary. And it's just as important to enter an incident report when there has been a 'near miss' – when harm could have resulted.

Having this information means that we are able to support our staff, investigate what happened and be able to use that information to tell us when we need to do things differently and with more positive outcomes. We need you to help us with that please.

I encourage you to view the Riskman Incident Tutorial at the following link if you're not already familiar with how to lodge an incident report:

<https://qheps.health.qld.gov.au/metronorth/corporate-services/technology/riskman/training>

And thank you – you are the greatest asset Metro North have in making our workplaces safe for our patients, visitors and our staff.

## IDAHOBIT 2025

As the Executive Sponsor for the wonderful Pride in Metro North group, I wanted to tell you all about IDAHOBIT 2025. IDAHOBIT stands for International Day Against Homophobia, Biphobia, and Transphobia, and is celebrated annually on May 17. It is a day to stand against LGBTQIA+ discrimination and promote equality, freedom, and justice for all.

We'll be marking IDAHOBIT across Metro North in lots of different ways, and we encourage you all to start thinking about ways in which you might be able to help us celebrate the diversity of our workforce and community on Friday 16 May. And I hope you'll be able to join our Chief Executive Jackie Hanson, Chair of Pride in Metro North Michael Wilson and I in a webcast to mark IDAHOBIT on Thursday 15 May 2025.

Regards,  
Grant

**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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[Email us](#)