



Dear colleagues

It continues to be a very busy time at Redcliffe Hospital, with our capacity escalated to Tier 3 for part of last week. Thank you all for your hard work and commitment to always providing the best care for our patients while managing our workloads.

As you may be aware, earlier this week our hospital took part in a Peer Review process. This is essentially an opportunity to prepare for accreditation, with staff from elsewhere in Metro North assessing our hospital against the same standards that are used for accreditation.

I am very pleased to advise that the preliminary feedback we received from the peer review team has been exceptional, where we performed very well across all standards. In particular, during the summation meeting with the team, without exception, every peer assessor commented on the amazing collaborative culture and strong sense of teamwork they observed at our hospital. In talking with patients, the reviewers received fantastic feedback like 'second to none' and '10 out of 10' in relation to the care they were receiving. Comments like these strongly reinforce the high quality of care that we provide each and every day. Congratulations to all on this initial feedback. I look forward to sharing the formal report when I receive it.

While our overall peer review feedback is very positive, there are always opportunities to improve. In our case, most of these relate to ieMR, which we are continuing to bed-down. One thing we can all action in this space is to ensure we're keeping patient information protected at all times, including locking workstations on wheels when leaving them unattended

Thank you, everyone. We can all hold our heads high and be proud of the work we're doing.

SET Staff Forum

Yesterday, Metro North Chief Executive Jackie Hanson and the Senior Executive Team held a staff forum at Redcliffe Hospital. It was great to see the session so well attended, both in-person and online. Jackie kicked off the session by talking about our hospital expansion and providing assurance the government has committed to delivering the Capital Expansion Program. She also discussed the recently established Shadow SET, which had its first meeting this week. Our own Ann Whitaker is among the members, with the SET looking forward to hearing the new perspectives and different points of view the shadow members will bring. Thanks to everyone who attended and those who asked questions of the SET.

Staff Flu Vaccination Program

Did you tune in for the Metro North staff flu vaccination vidcast this morning? A recording is available on the [Staff Extranet](#).

Vaccination is still the best way to protect yourself and people around you at work, home and in the community.

Our target this year is 85 per cent of Metro North staff having the flu vaccination. It's an ambitious goal but one we can reach when we work together.

We can also slow the spread of flu by following some healthy habits, such as regularly washing our hands and cleaning surfaces, always covering your cough and staying home when you're unwell.

Free flu vaccinations will be available from Monday 14 April. Head over to the [Staff Extranet](#) for drop in (no booking required) times and dates.



SLT changes

This week, we bid farewell to Acting Director of Safety and Quality Nikia Goldsmith. Nikia has been with us since November and has done a stellar job in the role. Perhaps hoping for a relaxing last week with us, Nikia was instead instrumental in preparing for and participating in the successful Peer Review assessment I mentioned earlier. Nikia returns to Caboolture from next week with our thanks for her leadership and contribution to our hospital over the past 5 months. Lynne Ruiz will act as Director of Safety and Quality while the EOI for the ongoing backfill of this role is finalised.

In another SLT change, following a recent EOI I am pleased to announce that Paul Wynne will act as Nursing Director - Critical Care while Fiona Packwood is on secondment at the Royal. Please join me in congratulating Paul on this opportunity!

Defibrillator replacements

New 'Zoll' defibrillators will be arriving at Redcliffe Hospital on 22 April. If you haven't already been to a training session, educators will be visiting clinical areas to provide training over the next few weeks. For more information, please contact the Patient Safety Officer on 3883 0738 or by email at Red_PSO@health.qld.gov.au



Staff Profile: Kan Rakyoo

As healthcare workers, we are motivated by a desire to help others. While he may not treat patients, this is equally true for Acting Director of Finance Kan Rakyoo.

With a finance career spanning more than 12 years, Kan's combination of experience and a can-do approach is helping us manage our budgets, financial strategic planning, capital expenditure and analytical obligations.

"Our team is just like any other, and wants to help people," Kan said.

"We perform a variety of functions that support the efficient running of the hospital, including providing financial advice, budget management and business analysis."

Kan is passionate about helping other staff understand more about financial decision-making.

"A key part of our role is to partner with leaders and other stakeholders to offer financial insights and to empower them to make decisions that meet operational needs and help deliver excellent patient care," Kan said.

"We are always happy to have a chat to help staff better understand how our work contributes to

the running of the hospital.”

Kan has been at Redcliffe Hospital since early 2024, his fourth finance role with Metro North since joining in 2021.

“My journey in the world of finance started in hotels and resorts, but everything changed during the pandemic. In 2021, I took a leap of faith and transitioned into health services, ultimately finding my place at Metro North and now happily settled at Redcliffe Hospital,” Kan said.

“I love that my job gives me the chance to collaborate with diverse teams who are all dedicated to serving our community.”

“It’s incredibly rewarding to be part of something so impactful.”

Outside of work, Kan cherishes quality time with his wife and young family and is always up for a thrilling ride on his motorbike.

Thanks to Kan and the finance team for the important yet often unseen work they do to support the running of Redcliffe Hospital.

Healthcare Excellence and Innovation Roadshow pop up

As part of the Redcliffe Hospital Staff Expo, the Healthcare Excellence & Innovation (HEI) team will be visiting our hospital on **Monday 14 April between 11.00-1.30pm** to hear from you about ideas that could transform patient care, help implement a new model of care, or to enhance service delivery and systems. They will be workshopping emergency department flow, and outpatients.

This is a great opportunity to meet the HEI team to see where we can collaborate and accelerate ideas and I encourage you to get involved.

Don't miss this, and many other exhibitors at the Staff Expo which is running from Monday 14 to Wednesday April in the Staff Courtyard.

Patient Safety Net

A reminder that the Patient Safety Net (PSN) program launched in Metro North this week. This program provides an escalation process designed to strengthen the way we address patient safety concerns and empower all staff to raise their concerns.

PSN provides an easy, confidential way for staff to raise patient safety concerns that they feel have not been addressed through the standard reporting processes. It is available to all staff at Metro North including contractors, agency staff, students and volunteers, and can be accessed via [phone, email, or online](#).

As part of our ongoing commitment to the safety and wellbeing of our patients I encourage you to familiarise yourself with how PSN works, how to raise a concern, and when to take action. For more information about the program, click [here](#).

Together, we can ensure a safer environment for our patients and continue to uphold the high standards of care we all strive to provide.

Anti-Racism Ambassadors - EOI

Redcliffe Hospital and Metro North Health have a zero tolerance towards racial discrimination within our hospitals and health services. As part of our health equity journey, we are committed to eliminating racial discrimination and institutional racism.

To support this, staff are invited to express interest in becoming Anti-Racism Ambassadors. Ambassadors will receive full training to build their capacity to support anti-racism efforts and foster culturally safe environments.

Anti-Racism Ambassador Ambassadors will:

- Help share messaging within their local area.
- Be an active voice in their workplace.
- Build education and awareness about anti-racism.
- Take part in the filming/photography of marketing materials on 13 and 14 May in Windsor.
- Receive training to equip them with the knowledge and skills to support anti-racism.
- Lead brave and sometimes difficult conversations about what it means to be anti-racist.

The campaign will launch on 1 July, with ambassadors required to commit to 6-months in the voluntary role to create awareness, support conversations and provide education on reporting mechanisms.

Aboriginal and Torres Strait Islander staff, Culturally and Linguistically Diverse Staff, and those from diverse backgrounds including the LGBTQIA+ and disability community are encouraged to apply.

Apply here - <https://forms.office.com/r/ASAAFKM3zb>

Applications close 11 April. Successful applicants will be notified by the Murrumba Committee.

To learn more about the campaign and the role, join the Teams 'Introduction to the anti-racism campaign and ambassador role' lunch time session on Wed 9 April from 12.30pm. Register [here](#)

Staff Wellness Workshop

Last Friday marked the inaugural Redcliffe Hospital Staff Wellness Workshop. The event was an opportunity to hear about the various aspects of wellness and how we can use them to become more resilient and lead more fulfilled lives.

The workshop opened with a keynote address from Dr Dinesh Palipana. Dinesh is a doctor at the Gold Coast Hospital and was the first quadriplegic medical intern in Queensland. He is also a lawyer, disability advocate and author. Dinesh captivated attendees with his story of overcoming adversity and how he finds gratitude and purpose in everyday life.

The workshop also included presentations on burnout, work-life balance and a group Pilates session. I've included some pictures from the event below.

Thank you to the Staff Wellness Group who organised what was a well-attended workshop with overwhelmingly positive feedback received from participants.





Kind Regards

Cang Dang
Executive Director,
Redcliffe 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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Government**



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