



Dear colleagues

It's been close to a year now since Redcliffe Hospital went digital. We've done well to come so far, so quickly.

Last weekend, together with other hospitals in Queensland, we experienced an ieMR outage. Interruptions to ieMR and other online systems aren't always planned, but they are something we have planned and prepared for. That preparedness is critical to patient safety.

The events of last weekend serve as an important reminder that everyone needs to be familiar with business continuity plans and downtime plans and processes.

If you can't answer these questions - you need to talk to your line manager:

- where are our business continuity (yellow) folders located?
- where is the Downtime Viewer, and how can it be accessed to print patient records?
- where are the downtime kits stored and what is included in them?
- how can you find out about system interruptions and updates on restoration?
- what are your responsibilities during ieMR downtime?
- how is care documented during downtime - including things like medication administration?
- what needs to happen during the recovery process, once the system is restored?

It's also important that everyone understands the process of going into and coming out of downtime.

The decision to go to downtime arrangement is something made at the hospital executive level. Once downtime commences, it remains in place until you receive notification.

During downtime, staff should not be trying to log back in, and should follow the [ieMR Downtime Protocol](#).

During downtime, patients moved to paper need to be clearly identified, including with a yellow armband and the ['Patient on Paper'](#) sign.

Each unit should have a nominated downtime coordinator for each shift, responsible for managing that unit's downtime response.

Once downtime ends, the [checklist](#) needs to be completed for each patient.

Recovery from downtime also requires units to restore and replenish downtime kits and folders, ensuring they are ready for when they are needed next time.

If you need a refresher on ieMR downtime, you can access resources using the 'DMN Digital Resources' icon on hospital PCs.

Thank you to everyone who helped us navigate that unexpected outage last weekend.

Community library donation

Hospital staff had an opportunity this week to add their mark to our latest addition to the Staff Courtyard - a community library.

The community library has been generously donated to the hospital by the Redcliffe Community Men's Shed.

Thank you to our RAP and IHLO teams for arranging all the deadly artwork - and to the many staff who added their colourful thumbprints. The finance team are pictured here, after adding their personal touches.



Redcliffe Hospital's 60th anniversary

Redcliffe Hospital is celebrating its 60th anniversary this year. It's a massive milestone, and one that belongs to everyone in our community, but in particular to our staff and volunteers.

To help us celebrate, we're asking all hospital staff to choose the design artwork we'll be using across all of our celebrations.

Metro North Communications and Metro North Design have done a wonderful job in putting together some options, and our Senior Leadership Team have narrowed it down to a shortlist of two.

It's now up to you to make the final decision.

Both options use the Redcliffe Hospital colour scheme, and the line: *60 years of making a difference*.

Both design options also feature a silhouette of the scar tree. We're currently talking to traditional owners, seeking their approval and permission to use this in our design artwork.

To look at both options more closely and to vote on your preferred option - [click here](#).



Voting will be open until midday next Wednesday, and I'll announce the winning design in my message next week.

While talking about our 60th anniversary, a reminder that [tickets are still available](#) for the 60th Anniversary Ball. It's an occasion not to be missed.



Welcome to new starters

We welcomed around 30 new staff to our hospital community this week. Our newest team members enjoyed their orientation on Monday, including a session from hospital consumer Anton, and an introduction to our Metro North values, and *I am Redcliffe*.

If you have new team members starting in your team, please help them to feel welcome.

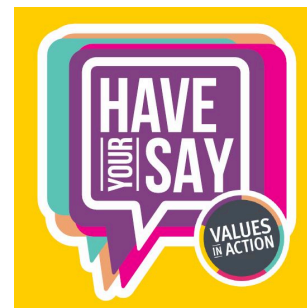
Have Your Say

By now everyone should have received their invitation to participate in the Have Your Say staff survey.

The survey opened this week, and already more than 200 hospital staff have had their say. If you've missed that email, you can access the survey [using this link](#), or the QR codes on posters around the facility.

This week we arranged for a Survey Hub in the Staff Courtyard for staff who don't have regular access to PCs or Queensland Health devices. There will be another of those sessions next Tuesday, between 2pm and 5pm in the Staff Courtyard.

The survey is an important way for everyone to tell us what is working well, and what we can do better - don't miss your opportunity to have your say.



Director, Aboriginal and Torres Strait Islander Health

I'm pleased to announce Raelene White will be Redcliffe Hospital's new Director, Aboriginal and Torres Strait Islander Health.

The appointment comes after a very competitive recruitment and selection process.

Rae is a proud Mununjali Wangeriburra woman from the Bundjalung/Yugembah language group, whose Traditional Lands are the surrounding areas of the Scenic Rim region, including Beaudesert and Mt Tamborine.



Rae comes to Redcliffe with a 20-year career with Queensland Health in leadership

and management roles.

I know that Rae is very excited to be joining with us, and her focus will be on building partnerships, advocacy, and championing health equity. As a member of our Senior Leadership Team, Rae will also lead our efforts in continuing to improve our delivery of culturally responsive health services.

Rae will start at Redcliffe in June. Thank you to Leicha Wone-Grant for kindly agreeing to act in the role until then, and for leading our National Reconciliation Week activities.

National Palliative Care Week

National Palliative Care Week is an important opportunity for us all to openly talk about living well and dying well. Here at Redcliffe Hospital, we can be proud of our Palliative Care Unit for the compassionate and respectful care they provide each day to patients, and those who love them.

The theme for this year's [National Palliative Care Week](#) is "what's your plan", and it's an invitation for us all to think - and talk - about what our plan is.



During National Palliative Care Week, we welcomed the Member for Redcliffe, Kerri-Anne Dooley, to the Unit, sharing a healthy morning tea and to walk through the improvements underway in the Unit.

IDAHOBIT - Saturday 17 May

The International Day Against Homophobia, Biphobia, Interphobia, and Transphobia (IDAHOBIT) was first celebrated in 2005 and continues to be a day where LGBTQIA+ people and allies come together to celebrate progress made in the fight against prejudice. IDAHOBIT is also an opportunity for us all to raise awareness for the ongoing discrimination against the LGBTQIA+ community.

There are some things that we can all do to help make Redcliffe Hospital and our society fairer and more supportive for everyone. We can pay attention to using more inclusive language; educate ourselves on LGBTQIA+ terminology and issues and speak up when we see others using words that are not as inclusive as they could be.

Visit www.idahobit.org.au for more on how we can all help build a world free from discrimination, and [Pride in Metro North](#) for more on how to get involved at a Metro North level.

Staff Profile: Oliver Haug

Earlier this month I announced our [Star of the Month for April, Oliver Haug](#) from Occupational Therapy. This week we get to know Olly better, featuring him in our staff profile.

Olly is an Occupational Therapy Allied Health Assistant in the Rehabilitation and Stroke Unit.

“We see some huge recoveries, which is incredibly rewarding for everyone involved. I recently ran a music therapy group where a few patients brought in their instruments for a jam. Every day is different,” Olly said.

He’s been part of the Redcliffe Hospital team for about three years now, and he says that one of the best things about working at Redcliffe Hospital is the strong culture we are building around staff wellbeing.

“While the Staff Wellness Group focuses on supporting hospital staff, its impact flows directly to patient care. When we are mentally, emotionally, and physically well, we’re all better equipped to deliver high-quality, compassionate care. The group’s initiatives—like stress reduction programs, peer support, mindfulness sessions, and culture-building activities all help to reduce burnout, boost morale, and improve focus.”

Over the past year or so, Olly has played an important role in both the Staff Wellness Group and REDDY Fun & Fitness, where he’s helped organise and run everything from wellness workshops and Zen Den events, wellness fairs, to Race To The Roof and other community fundraising events.

He’s also a familiar face at the REDDY Run Club, every Thursday at 6am.

“For one run recently, we had more than 15 participants and three dogs!

“The group is always different, but you can count on Rhonda, Matt, and myself being there. It’s the best way to start your day and get your mind into gear,” Olly said.

Next on the horizon is the annual REDDY Run/Walk with the Redcliffe Hospital Auxiliary, planned for Sunday June 22.

Outside of work, Olly enjoys staying active, playing music with his band, soaking up the sun, and getting off the grid whenever he can.



Lastly this week, a couple of changes to key positions within the hospital everyone should know about.

Donna Ryan will be acting as our Director of Planning and Performance until we can arrange permanent recruitment to the role. I'd like to thank Sandra Abeya for everything she's done for us - she will be greatly missed by everyone who worked with her, in particular her Senior Leadership Team colleagues.

It's with great sadness that I share the news that Elwyn Henaway has made a personal decision to pursue a new career and has stepped down as our Cultural Capability Officer. Elwyn is well-known across the hospital and throughout Metro North, and we are grateful to him for his many years and hard work in building cultural awareness at Redcliffe and within Metro North. We wish Elwyn every success with his future journey.

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



Queensland
Government

Produced by the Metro North Communication Directorate