



Dear team,

This coming Monday 12 May is International Nurses Day – a time to recognise the outstanding work of our nurses here at TPCH.

With more than 2,200 nurses which equates to just under half of our total workforce at TPCH, our nursing staff play a vital role in our health care team, delivering safe, high-quality care to the many thousands of patients we support each year. Our nurses work across many areas and fields using their expertise, skills and compassion to ensure patients receive the best possible care.

To mark the day, we will be hosting the annual TPCH Nursing Excellence Awards on Monday. This is a wonderful opportunity to celebrate the contributions of our nursing staff across all areas of the hospital. I look forward to sharing highlights from the event in next week's message.

Executive Update

Thank you to everyone who joined us to celebrate Administration Professionals Day. It was a great day acknowledging our valued administrative workforce and the work they do to support the delivery of health care services at TPCH.

Congratulations to our Values in Action award winners!

- **Respect** – Sara Bachelor
- **Teamwork** – Laurie Hobson
- **Compassion** – Cate Jefferis
- **High Performance** – Peter Miles
- **Integrity** – Dani Owen

Well done to all nominees and thank you for the care and professionalism you bring to your work every day.



It's not always obvious how our shared spaces are being used, so I was pleased to receive this photo after recently visiting the Sky Garden in Ward 2D. While it was quiet during my walkthrough, this photo is a wonderful reminder that patients are enjoying the space as intended – a calm and welcoming environment that supports rest and recovery following surgery.



Sky Garden in Ward 2D

This week, I attended the Research Council which has been refreshed with new and existing members and led by Dr Michael Nissen, Director of Research. The session was well attended with strong engagement and a clear sense of enthusiasm from all members. It was great to see such a wide array of clinicians, researchers and partners coming together with a shared commitment to advancing evidenced based practice and innovation in patient care.

From next week, I will be Acting Chief Operations Officer, Metro North for two weeks from 12 to 26 May. During this time, Melanie Dubbelde will be the acting Executive Director TPCH. Thank you Melanie for your ongoing support and leadership.

IDAHOBIT

IDAHOBIT stands for International Day Against Homophobia, Biphobia, and Transphobia. Acknowledging IDAHOBIT is crucial for fostering a more inclusive and accepting society.

This day, observed on May 17, serves as a reminder of the ongoing challenges faced by LGBTQIA+ individuals worldwide.

By recognising IDAHOBIT, we can raise awareness about the discrimination and violence that many people still experience due to their sexual orientation, gender identity or expression.

Acknowledging this day helps to create a supportive environment where everyone can feel safe, respected, and valued, regardless of their identity.

TPCH team of PRIDE in Metro North will be holding a stall in the Café of the Common Good on Tuesday 13 May from 10am.

Chief Executive Jackie Hanson, Chair of Pride in Metro North Michael Wilson and Executive Director Clinical Governance Grant Carey-Ide, will host a vidcast to mark IDAHOBIT on Thursday 15 May at 12pm. You can join the vidcast [here](#).

Have your say

The 2025 Have Your Say staff survey kicks off this coming Monday, 12 May and I ask all of you to make the time to give us feedback.

The survey will be open for three weeks, closing 30 May and this is your opportunity to let us know what is working well and where we could improve, both at a team, facility and Metro North-wide level.

The survey is administered by independent provider, Best Practice Australia (BPA) Analytics and you can rest assured **any feedback you give is completely anonymous**. You will be able to access the survey from Monday via the link sent to your work email, QR codes on posters and on [QHEPS](#) – however, a survey hub will



also be set up on two separate dates with tablets available for staff to complete the survey and People and Culture representatives to answer any questions.

TPCH survey hub details:

- **Wednesday 14 May**, 8am–11am, Café of the Common Good
- **Thursday 29 May**, 8am–2pm, Café of the Common Good

All managers are encouraged to factor in time for each staff member during a shift to complete the survey.

We're committed to continuing the great work that has been done in response to previous Have Your Say surveys, and your feedback this year will help shape the next phase of improvements. Find out more on [QHEPS](#).

Car parking update

We're in the final stages of confirming the timeline for the opening of the new car park. Applications for staff parking will open shortly. Thank you for your patience as we work through the final preparations. We will share further details once confirmed.

Staff information can be found on QHEPS: [Staff Car Parking | The Prince Charles Hospital \(health.qld.gov.au\)](#).

Ambulance bay and emergency exit refresh

You may have noticed some improvements around the façade of the facility over the weekend.

Cleaning and maintenance work was carried out around the ambulance bay and emergency exits. These areas were well due for attention and the refresh has made a noticeable difference.

Thanks to our Facility Services, Patient Support Services and BEMS for coordinating the building clean and working closely with contractors to complete the work efficiently with minimal disruption.



Staff Profile

This week we are shining a spotlight on Cate Jefferis, Administration Officer, Specialist Outpatients, who received the Values in Action award for Compassion at the recent Administration Professionals Day celebration. Cate's thoughtful approach to her work is a strong reflection of TPCH values.

Cate has a varied background that includes experience in agriculture and cattle stations, along with studies in Paramedical Science before joining TPCH in 2023 through the administration relief pool.

At TPCH, she supports patients at the front desk by checking them in, booking appointments,

assisting with billing and navigating the hospital.

Cate is passionate about improving the patient experience and supporting patients through what can often be an overwhelming experience. She values being someone patients can rely on for information or a listening ear.

Outside of work, Cate enjoys riding her horse Queenie and competing in events including campdrafting, barrel races and western dressage.



Shout out

A big shout to the excellent teamwork displayed by QAS, our Emergency Department (ED), Intensive Care Unit and Cardiology teams earlier this week while responding to a complex cardiac case.

The patient had an out of hospital cardiac arrest with VF/VT (ventricular tachycardia/ventricular fibrillation) with inferior STEMI (ST-segment elevation myocardial infarction). QAS contacted ED and cath lab was activated prehospital. The teams worked together to deliver urgent and coordinated care. The patient was in the cath lab within 27 minutes from arrival for a successful RCA (Right Coronary Artery) stent.

Through clear communication, quick decision-making and the collaborative approach between departments, the patient received timely treatment and is now recovering well.

Thanks to Dr Melanie Rule for providing this example of all staff who played a role – this is yet another strong example of teamwork and excellence in care we see across TPCH every day.

Today's quote:

'Act as if what you do makes a difference. It does.' – William James

Kind regards,

Tami Photinos

Executive Director

The Prince Charles 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.

