

Executive Message

Metro North Health



Acting Chief Executive Dr Elizabeth Rushbrook

Dear team,

This is my final week as Acting Chief Executive before Jackie Hanson returns from some well-deserved leave next Tuesday. It has been an absolute privilege supporting the great team of Metro North for the last few weeks, as we continue to provide care to our community during this extremely demanding winter period. I sincerely thank everyone for their efforts, hard work and commitment — it is certainly acknowledged and appreciated by our Senior Executive Team but above all, by our patients who benefit from your care each day.



Being Australia's largest health service is a significant responsibility. As our patient numbers increase each year, our services need to find new and different ways of providing care in and outside the hospital setting, including community-based models of care and approaches to reduce hospital dependency and long stays. I see the futures of healthcare precincts that seamlessly support patients to not only participate in and receive healthcare — but also provide opportunities to work, learn, play and recreate.

At the end of this month, we are hosting a special guest presentation by Dr Michael Young — '*Alternatives to hospitalisation: the future of home-based care.*' Dr Young is a well-known health care influencer and innovator who has been actively involved with Hospital in the Home (HITH) programs for around a decade. He has a passion for developing efficient and sustainable models of care that focus on improving patient outcomes whilst providing value across the care continuum. We welcome his expertise and experience around this very pertinent issue.

Date: Monday 30 June

Time: 9.30am – 11am

Where: UQ Centre for Clinical Research Auditorium
Herston and via Teams

For more information about the presentation, [read here](#).

Staff interested in attending either in person or via Teams are required to [register here](#).

Anti-racism policy and Health Equity Strategy launch

The new Metro North Health anti-racism policy and campaign will be officially launched on 1 July. In preparation, the Aboriginal and Torres Strait Islander Leadership Team, in partnership with People and Culture, recently onboarded over 30 anti-racism campaign ambassadors. This was an opportunity for the ambassadors to come together, connect and build relationships as they gain a deeper understanding of the vital role they will have in our organisation. The ambassadors will be responsible for championing our anti-racism agenda across the directorates, providing awareness and leading brave conversations. They will not be responsible for managing and responding to incidents. Thank you to everyone who has put their hand up to support this significant initiative.



Metro North Anti-racism campaign ambassadors preparing for campaign launch

The new campaign will be showcased as part of special event to be held with local Aboriginal and Torres Strait Islander Elders, community, staff and partnership organisations in Kallangur on 1 July to launch the new *Metro North Health Equity Strategy 2025 – 2028*.

We look forward to engaging with our community so we can continue to build culturally safe, appropriate and equitable services that meet the needs of Aboriginal and Torres Strait Islander people.

Learning skills for sustaining high performance

The second event in the Metro North Speaker Series was held last week, with over 200 staff from across all streams and locations in attendance. Special guest speaker Dr Jo Lukins presented shared practical strategies for sustaining high performance through a 'wellbeing' lens. Dr Jo spoke about building habits to help reach our goals, whether at work or at home. She reiterated we all face similar struggles with motivation and getting into better habits, but when breaking it down into simple steps and goals great things can be achieved. If you missed out, you can watch the [recording](#).

EOI for the next event

The third and final Speaker Series event for 2025 has now been confirmed for November, with special guest Dinesh Palipana, a doctor, lawyer, scientist, and disability advocate who

became Queensland's first quadriplegic medical intern. More information will be released soon but if you'd like to be the first to access a ticket, [express your interest now](#) and People and Culture will email you when registrations open.

Celebrating milestones

Genetic Health Queensland

Genetics Health Queensland (GHQ) today celebrated its 30-year anniversary with a special event that I had the privilege of attending Metro North Board Chair, Bernard Curran. GHQ is sole provider of public clinical genetics service available in our state, providing diagnosis, assessment, counselling and management advice for people and families with genetic conditions. For the last three decades, GHQ has played an enormous role in the lives of thousands of Queenslanders, providing answers to many previously unanswered health questions and around the future management of their condition.

RBWH Birth Centre

RBWH's Birth Centre also recently celebrated its 30th anniversary. Since its inception, the Birth Centre midwives have delivered more than 10,000 babies using a natural, family-centred approach to childbirth. For low-risk pregnancies, the Birth Centre model of care is considered the gold standard in pregnancy care and has been proven to provide the best outcomes for women and babies.



*Genetic Health Queensland
30-year celebration*



*Current and former staff and patients of
RBWH Birth Centre*

Congratulations to the Genetic Health Queensland and RBWH Birth Centre teams on reaching these impressive milestones. Your skill, efforts and dedication have contributed to improved health outcomes and experiences for thousands of Queenslanders and their families.

Shout out

Last week, RBWH Foundation held another successful Giving Day, raising more than \$1,000,000 in support of the many remarkable patient care innovation initiatives and world-leading research that happens at RBWH. This amazing fundraising result is testament to the vital role RBWH plays in supporting improved health outcomes for our community. A big congratulations to RBWH Foundation on a great outcome – your efforts

and support will allow RBWH to continue its life-changing work for many patients and families.

Regards,
Liz

Acting Executive Director, Clinical Services

Dr Jason Jenkins



Metro North showcasing excellence at the 2025 Innovation Showcase

Last Friday, Metro North hosted the 2025 Innovation Showcase, with nearly 200 staff from across our health service registering to attend. The event featured a diverse range of presenters showcasing clinical and service excellence, with a strong focus on transforming clinical care through innovation, translating knowledge into practice, and leveraging technology to drive improvement.

The packed event program featured 15 oral abstracts, a live recording of the Simulcast podcast, a spotlight on Metro North's Older Persons Emergency Network (OPEN), nine lightning presentations, interactive workshops, a mini-innovation ideation session, and a guest presentation from our colleagues at Cairns and Hinterland HHS.

The two keynote speakers on the day encouraged provocative reflections on the use of human centred approaches in innovation. There was thought provoking discussion on the use of AI to support innovation, and reflections on the benefit of putting ourselves - as leaders of innovation - in the shoes of our end users, to simulate their experiences and translate this knowledge into practice.

The presentation themes reinforced that while innovation can be technology-driven, it can also be grounded in practical, back-to-basics thinking that equally transforms patient care.

For an overview of the presentations and an overview of all 55 abstract submissions, visit QHEPS to read the [Full abstract program](#).

During the Showcase, Health Excellence and Innovation also launched the HELIX Consumer Community - an initiative designed to strengthen and remove barriers to consumer partnerships.

Another highlight of the event was the Innovation Showcase Awards, presented at the conclusion of the day to staff whose inspiring presentations have helped transform patient care:

- Best Innovator Award – Trail Blazer – **Kirsten Tremayne** – NanoKnife Irreversible Electroporation for Prostate Cancer
- Best Implementation Award – Change Maker – **Carolyn Johnson** – Nurse-led swallow screening for identification of post-extubation dysphagia: Implementation of the GUSS-ICU tool

- Best Consumer Partners Award – Power of Partnership – **Alexandra Cation** – From collaboration to empowerment: Driving innovation through co-design for Adolescent and Young Adult Kidney Care
- Best Lightning Presentation – 3-Minute Magic – **Antony Ji** – Red Stripe Emergency Indicator
- Overall Presentation Award – **Nicole Sng** – From Chaos to Coordination: Transforming Disaster Response with Simulation

Congratulations to the Healthcare Excellence and Innovation, and the HELIX Hub team for working tirelessly to lead the development and delivery of the Showcase.

Additional thanks to the Clinical Skills Development Service, Digital Metro North, Simulcast, the Metro North Office of Research, Stryker and sponsors who supported the event for making the event possible.



Regards,
Jason



Dear team,

Here at Metro North Health, we are committed to providing safe, effective, high-quality and person-centred care. As part of this commitment, there are Clinical Governance systems and processes in place to deliver and measure the services we provide and foster an environment of continuously improving healthcare.

One of the ways we can measure our performance is using audit data. Currently there are

numerous audits that are conducted across Metro North Health to measure performance against the National Safety and Quality Health Service (NSQHS) Standards. I know many of you are already involved in completing these audits and I want to acknowledge and thank you for the important work.

Whilst these tools have provided valuable insights locally, the lack of standardisation has made it difficult to compare results, benchmark performance and fully understand how Metro North Health is performing against the NSQHS Standards. To address this, a Metro North Health National Standards Audit Framework is being developed, with the aim to facilitate standardised auditing for benchmarking, reporting and improvement purposes across Metro North Health. This framework will deliver a suite of standardised audit tools for use across Metro North Health, and an organisation-wide audit schedule, which will ensure the data we collect can be used to its full potential. The audit system that will be used for auditing under this framework is the Measurement, Analysis and Reporting System (MARS). MARS is used widely across Queensland Health and other healthcare organisations across Australia, and you may have used this system elsewhere.

A pilot of the Metro North National Standards Audit Framework is planned for the last quarter of the year, using three pilot audit tools. Further communication and updates about this framework will be provided in the coming months. If you have any questions and would like to learn more, please contact mn_mars@health.qld.gov.au

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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