

Executive Message

Metro North Health



Chief Executive Adjunct Professor Jackie Hanson

Dear colleagues,

Thank you all for your work in caring for patients, directly and indirectly, as we manage winter demand. Your efforts are appreciated.

Thank you also to Dr Liz Rushbrook for acting as Chief Executive while I was on leave.

Support for sad news

I was saddened to hear that while I was on leave my office was notified of four valued colleagues across Metro North who passed away. My thoughts are with their families and friends in this time. Losing someone affects us all differently and talking to someone can help.



We offer a range of staff wellbeing support including peer responders, staff psychologists, Aboriginal and Torres Strait Islander social and emotional wellbeing officers, spiritual support services, and the employee assistance program, Telus. I encourage everyone who needs support to reach out to a colleague, friend or one of these services. Details for how to access these services are available on the extranet, which you can access without being on the Queensland Health network.

These services can also provide support for staff distressed by the constant news of rising global conflict.

Wellbeing support extranet

Chief Operating Officer appointment

Following an extensive recruitment process, I am pleased to announce Stephen Eaton has been successfully appointed as Metro North Chief Operating Officer.

Stephen has been acting in the role since January and is a strong addition to our leadership team.

Please join me in congratulating Stephen.



Tier 1 review and Strategic Plan

Following the Tier 1 structural review that was completed last month, a new Performance Accountability Framework will be rolled out from July. I have been considering the recommendations from the review and will share the next steps after I have briefed the Board at their July meeting.

Thank you to everyone who provided feedback on the Metro North Strategic Plan. The new plan will come into effect from 1 July and will guide us all in our decisions and our day-to-day work.

Board Chair Bernard Curran and I will hold a vidcast to talk about the plan and over the next few weeks I'll be holding a series of forums to talk with you about how we can embed the plan at all levels of the organisation. I'd love to hear your ideas.

Metro North procurement thresholds update

A reminder that the Metro North procurement thresholds will change/changed on Tuesday 1 July. Visit [QHEPS](#) for more information including a breakdown of the new thresholds. For more details, email MNPS.Advice@health.qld.gov.au.

Patient Safety Net

I want to remind everyone that the Patient Safety Net provides an easy and confidential way for staff to raise patient safety concerns they feel have not been addressed through standard reporting processes. Since it commenced on 31 March, there have only been two escalations so far.

The Patient Safety Net program provides an escalation process designed to empower staff and strengthen the way we address patient safety concerns. 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 all staff to familiarise themselves with how Patient Safety Net works, how to

raise a concern, and when to take action. For more information about the program, visit [QHEPS](#) for full details.

Patient Safety Net

Next steps for Have Your Say

While I was on leave, the Have Your Say staff survey closed. Thank you to the approximately 11,000 staff who took part in the survey—your feedback is valued and will be used to shape how we take action and continue to improve our workplace.

We expect to receive the results from BPA by mid-July and Metro North Clinical Council Chair Dr Alan Yan will join me for a vidcast on Thursday 24 July to share the results and next steps.

Add to calendar

Once the Metro North-wide results are released, you will start to receive your directorate and local team results. We're making it much easier this year for managers to take action and have set up an easy-to-use goal setting form and process. Two team goals are expected to be collaboratively decided on by the team and then one leader goal. You can find out more on the [QHEPS Have Your Say Managers Toolkit](#).

HYS Managers Toolkit

Shout out

Congratulations to the Redcliffe Hospital Facility Services team for all their work on the hospital's 60th anniversary celebrations. Tomorrow night current and former Redcliffe Hospital staff will celebrate at the 60th anniversary ball. I'm sure everyone will have a fantastic night.

Happy Pride month to our LGBTIQ+ community in Metro North and thank you to our Pride in Metro North network for your ongoing advocacy and support.

Kind regards,
Jackie

Chief Nursing and Midwifery Officer

Adj. Prof. Alanna Geary



Happy Friday to all. There are some exciting initiatives and opportunities coming up for Nursing and Midwifery and I have outlined these below. I strongly encourage you to attend where you can and if there is benefit in you doing so. We are so blessed in MN as we have many exceptional experts in Nursing and Midwifery and with our other health professional colleagues who are always willing to share their knowledge and skill. Your career development is so important, and these sessions will give you great ideas and skills. I honestly wish that some of these opportunities had been available in my earlier career years so please take advantage of their availability.

The **2025 Metro North Nursing and Midwifery Showcase** will be held at the RBWH Education Centre on Friday 7 November. This event will highlight how Metro North nurses and midwives strive for excellence in healthcare, through the provision of compassionate, safe quality, evidence-based care.

It will also be a great opportunity to engage with healthcare leaders and foster relationships that reinforce our commitment to providing a wealth of opportunities to share research and innovative clinical practice, education and workforce initiatives.

Abstract submissions are also open. Visit [QHEPS](#) for more information.

The second event is the **Abstract Writing workshop**. Participants will learn the key components of a successful abstract, so you feel confident to make a submission to the showcase event. See the [flyer](#) for more details and how to apply.

Our third opportunity is the **Grant Writing Day**. A series of practical sessions will cover key aspects of the research process, including developing research questions, securing funding, and effectively disseminating findings through high-impact publications.

This event will be held on Wednesday 23 September from 8.30am to 4.30pm. Visit [QHEPS](#) for more details.

The **Nurse Practitioner Education Day** will be an inspiring event focusing on the leadership journey of nurse practitioners under a leadership and governance theme. Register [here](#) for this event to be held on Friday 12 September at the RBWH Education Centre. For more details, email mn_nurse_practitioner@health.qld.gov.au.

Finally, I just want to thank all of you, my colleagues for your exceptional commitment and hard work. We are incredibly busy in MN currently, and it is through your professionalism and your efforts that our patients/consumers and families get the best possible care. I would also like to remind all of you that it is important as we manage these chilly days (I am not coping terribly well with current temperatures) that you look after you.

Until next time, stay well and safe.

Acting Executive Director Clinical Services

Ila Stuer



HEI Roadshow recap

Over the past few months, our team has been on the road as part of a dedicated Healthcare Excellence and Innovation (HEI) Roadshow that ran from April through June. We had the opportunity to visit a number of our facilities across Metro North, meeting with staff and engaging in important conversations about how we can work together to transform patient care.

During these visits, we connected with facility staff to collaborate and work in partnership around ideas that could transform patient care, optimise health outcomes, and enhance the patient experience by driving clinical, service, and system improvements. These conversations allowed our staff to share updates on the work we're doing and highlight the role HEI plays in driving innovative solutions to optimise health outcomes in partnerships with facility staff.

We connected with facility staff at the TPCH and Redcliffe staff expos and attended a RBWH food truck day this gave our team the chance to spark dialogue around new ideas and gather valuable feedback from our facility staff. The team visited Community and Oral Health at Brighton, STARS and took a road trip to Caboolture and Kilcoy.

On behalf of the team, I'd like to extend a sincere thank you to everyone who took the time to meet with us, share their insights, and contribute to shaping the future of patient care.

Your input helps us to guide our direction and ensures that we're focusing on what matters the most, plus it has helped to inform our upcoming innovation campaign which I will share more information about soon.

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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