

MESSAGE FROM THE ED, STARS

Metro North Health

Dale Dally-Watkins



Dear colleagues,

It has been a busy fortnight for events at STARS, including the RBWH Foundation's Giving Day on Wednesday. I had an early start on the day, joining one of the Sunrise live weather crosses at the Royal as part of the Giving Day media coverage. The Foundation's annual Giving Day raises funds to support patient care initiatives and life-saving medical research across RBWH, STARS and Redcliffe Hospital.

STARS hosted RBWH Foundation ambassador "The Axe" Trevor Gillmeister, who joined a therapy session on Level 5 Ability Centre. Trevor took the patients through their paces on an obstacle course and chatted to them about the circumstances that brought them to STARS. He also visited outpatients and met some of our amazing staff working behind the scenes.

Giving Day was a huge success with over \$1M raised. Thank you to everyone who supported this year's Giving Day, either by hosting Ambassadors, accommodating news crews or helping out in the Foundation phone room on the day.



National Reconciliation Week event

Last Monday, STARS held their Reconciliation Week event. Allied Health Director, Michelle Stute and Cultural Capability Officer, Henry Nona spoke on the day about the significance of National Reconciliation Week and how this year's theme, *Bridging Now to Next* calls on all Australians to step forward together, to look ahead and be guided by the lessons of the past.

Dr Natasha Roberts discussed how National Reconciliation Week is a time when she reflects on her own personal family history and the importance of truth telling. Natasha encouraged others to grab the opportunity to walk together into the spirit of reconciliation for the benefit of future generations.

Attendees were then entertained by Derek Sandy who played the didgeridoo and engaged in storytelling about the local area.

Thank you to everyone who attended this important event and for their ongoing commitment to a more reconciled Australia.

SET Staff Forum

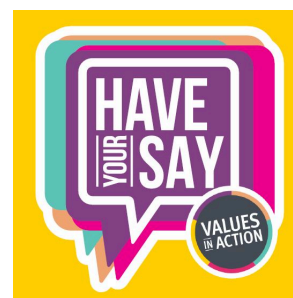
The Metro North Senior Executive Team recently held a SET Staff Forum at STARS, providing staff with the opportunity to hear updates from members of SET and ask questions. The Senior Executive Team shared information about important organisational priorities and issues relating to workforce, funding, patient flow, nursing and midwifery EB negotiations. Thanks to those staff who were able to attend, either in person or online.

Have Your Say next steps

The Have Your Say staff survey closed last Sunday and the final participation rate for STARS was 44%, third behind Mental Health (49%) and Community and Oral Health (48%).

I sincerely thank all of you who took time to share feedback. Although we didn't reach our Metro North-wide goal of 52% participation rate, we're proud to have seen the highest number of staff participate to date with 10,815 surveys accessed.

The results are expected to be released in August and we will then start to plan, as a directorate, how we take action based on your response.



If you're a manager, please stay up to date on all the resources and information available to you on the [Managers Toolkit QHEPS page](#), so you feel prepared to communicate your results at a team level and get the most out of the survey. Please join the managers vidcast on 24 June – [Have Your Say: Goal setting and taking action](#) to learn more about the simplified way to take action as a team.

Acute respiratory illness precautions

During the colder months, acute respiratory illnesses are likely to increase across the Metro North community, with STARS already seeing an increase in ARI transmission in both patients and staff.

It is timely to remember some key strategies that can reduce the spread of respiratory illness including:

- Practising good hand hygiene and respiratory illness etiquette.
- Maintain familiarity with transmission-based precautions including PPE and cleaning requirements.
- Stay at home if you are unwell.
- Ensure you stay up to date with requirements in the Metro North procedure, [Exclusion Periods for Healthcare Workers \(staff\) with Infectious Illness 007213](#)

Metro North Mentoring Program



A great addition to our learning and development offering, and off the back of Have Your Say feedback in 2023, the Metro North Mentoring Program has launched.

A structured, yet flexible initiative designed to foster meaningful mentoring relationships - empowering mentees to take the lead in choosing their mentor through a 'self-service' approach but offering support and resources for both parties to get the most out of the experience.

I encourage you to visit the new [Mentoring QHEPS pages](#) and take advantage of all the information on offer. You will find the mentor bio platform where 50 Metro North mentors have already introduced themselves, allowing potential mentees to connect directly. If you're interested in joining the mentor pool, fill out the [expression of interest](#).

Compassionate Care Principle 1

Last fortnight, I discussed how in each message I will be highlighting one of Metro North's Compassionate Care Principles. This week we begin with Compassionate Care Principles 1: Flexible visiting hours across Metro North Health inpatient facilities.

The Australian Commission on Safety and Quality in Health Care (ACSQHC) suggests that for patients, flexible visiting hours can reduce anxiety, confusion and agitation, can make patients feel safe and increase patient and family satisfaction with the care provided.

A Policy has been developed to underpin the commitment to flexible visiting hours across Metro North, [Unrestricted/Flexible Visiting Hours for Family and Carers: 007082](#). It should be noted however, that there may be instances when flexible visiting hours are not clinically suitable.

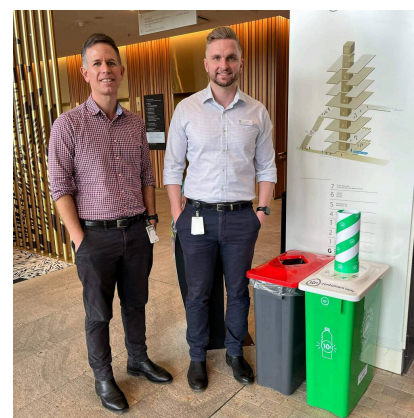
For more information you can see the [Metro North Compassionate Care Principles](#).

Innovative waste and fundraising initiative

Coordinator Waste Management Niel Verrall, Mick Collins from Rehabilitation Engineering and the RBWH BEMS Signage department have collaborated on new custom-designed Containers for Change bins in public areas of STARS.

The green coloured bins, resembling a drinking container with a straw, can be found on the ground floor lobby and just inside the entrance to STARS level 3. All proceeds from the STARS Containers for Change bins are donated to the RBWH Foundation, with over \$620 dollars being donated in the past 18 months.

You can read more about the Containers for Change initiative in the [Metro North newsroom](#).



Crazy Socks4Docs Day

Last Friday, staff celebrated Crazy Socks4Docs Day with an afternoon tea in the Level 3 Food Court. Crazy Socks4Docs Day is celebrated annually with staff being encouraged to wear their most colourful and outrageous socks. The aim of the day is break down the stigma around mental health issues in doctors and other health professionals. We know, for example, that clinicians face high levels of stress,

burnout and emotional fatigue.

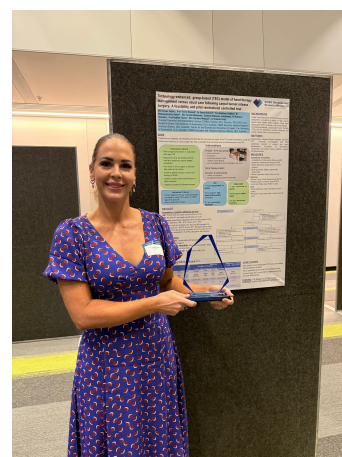
Dr Juan's Batman socks (*pictured below*) were a hit on [Metro North's Facebook page](#), with the post receiving 420 likes!

Thanks to everyone who got behind this important awareness day and to our sponsors QSuper and Loan Market.



Shout out to Emma Taylor

Congratulations to STARS hand therapist Emma Taylor who recently received one of the 'best posters and pitches' award at the Queensland Health Research Excellence Showcase. Emma presented the project *Technology-enhanced, group-based (TEG) model of hand therapy management versus usual care following carpal tunnel release surgery: A feasibility and pilot randomised controlled trial* on behalf of the research team that included Emmah Doig, Trevor Russell, Tamsin Mahoney, Ridzwan Namazie, Nadine Foster, Semele Robinson (consumer), Emma Ballard, Haitham Tuffaha, Mohammadreza Amiri and Caroline Wegrzyn. This clinical trial recruited 32 STARS patients, and the study demonstrated that the TEG model of care delivered a cost saving of \$42 per patient.



Recent media

In the lead up to Giving Day, the RBWH Foundation publicised several patient stories, including patient Robert. Robert spent time in rehabilitation at STARS for a spinal injury. The Channel 10 news story focused on the role that robotics played in Robert's recovery and also featured STARS occupational therapist Giovanna Tornatore and physiotherapist Angela Williamson. You can watch the news story [here](#).



Staff Shout Outs

Congratulations to the following STARS and Oral Health Centre staff who received a Staff Shout Out in May: Dian Noya, Upekha, Alan and Shannon (STARS Pre-Admission Pharmacy Team), David Marr, Craig Tretheway, Aaron Fedrick, Ben Gunn, Khazmera (Christina) Skeen, Thomas Gunn, Benjamin Hay, Raj Singh, Jessica Siedlecki, Melissa Mills, Anand Gounden, Kait Roberts, Haylee Kajewski, Michael Stevenson, Norfarehah Khairilanuar, Allison Welch, Rebecca Clatworthy, Chris Clay, Cher Klumpp, Fiona Jamieson, Chris Welch, Ben Ballard, Caitlin Fraser, Shilta Devi, Alannah Kearns, Raga Kodi, David Truong, Serena Lau, Angelina Wilson, Hannah Ladru, Tiffany Page, Tamsin Mahoney, Jorja Potts, STARS Health Information Services, STARS Nursing Education Team and 6A nurses.

It was great to see such a diverse range of staff nominated for the May Staff Shout Outs, from food

services staff and PSOs to members of our STARS Executive Team. If you would like to nominate an individual or team for the month of June, you can do so [here](#).

Patient compliment

This fortnight's compliment is from a patient who received treatment at the Oral Health Centre.

'I visited Clinic 3.3 yesterday, and not being a person who enjoys the dentist, I was welcomed by a very confident outgoing dentist. I had a broken tooth which looked like a disaster and she has restored the tooth to a state of perfection. She did this with precision, confidence and professionalism. Throughout the whole procedure there was no pain, but being a complex fix she dealt with it very gently'.

Kind regards

Dale Dally-Watkins.