

Executive Message

Metro North Health



Summary:

- Staff flu vaccinations
- Supporting people with disability
- Activity Based Funding
- Infrastructure update

Message feedback

Chief Executive Adjunct Professor Jackie Hanson



Audience: All staff



Read time: 5 min



For: Information

Dear colleagues,

Metro North continues to experience extremely high demands across all of our services, especially in our emergency departments.

Because of this demand, last week, we made the decision to pause all non-urgent elective surgery across four of our hospitals, RBWH, TPCH, Redcliffe and Caboolture Hospitals, for 48 hours. This included category 2 and category 3 elective cases.

The primary reason behind this decision was patient safety—to ensure we could safely admit those patients who needed to be in hospital, and continue to deliver high-quality care to current hospital inpatients.

When we make these decisions, we acknowledge the immense amount of work that needs



to happen quickly behind the scenes by staff, and the impact on patients.

I also acknowledge that this is already a very challenging period for our hospitals, and I thank everyone for stepping up to support our patients and community. We appreciate your efforts and commitment.

Staff flu vaccination reminder

I want to personally thank everyone for your commitment, with 50 per cent of Metro North staff now vaccinated against influenza. This is positive progress, however, with respiratory illnesses such as influenza and RSV increasing in our community and Metro North on Tier 1 of our Acute Respiratory Illness plan, it's critical we maintain our momentum and aim for our target of 85 per cent vaccination coverage.

Please assist by:

- Visiting our Infection Control offices to access your vaccination
- Accessing free vaccines available at local GPs and pharmacies
- [Registering](#) your vaccination via the staff portal if you haven't already.

Please remember that vaccination is vital—not only to protect yourselves but to safeguard our patients and colleagues. For more details, visit the [Staff Extranet](#).

Supporting people with disability

Metro North continues to make strong progress with its [Disability Services Action Plan 2024 – 2029](#) implementation. One of the key priority areas of this plan is inclusion – whereby we aim to create a diverse and inclusive workplace that provides equal opportunities and supports and harnesses the unique talents and perspectives of employees with disabilities.

Metro North has a significant proportion of people with disability-related needs who are accessing and supporting our services, including patients, staff members, families, carers and supporters. The diverse level of ability within our Metro North workforce positions us well to provide safe and compassionate care to a patient population with an equally diverse level of ability.

Last month, 2.42 per cent of our workforce had completed their Equal Employment Opportunity (EEO) data to indicate they have a disability. This is well short of our organisational target of 3-5 per cent by 2026, so I encourage all staff members to review and update their diversity data in myHR. More information on diversity data can be viewed [here](#).

It is important to recognise that while some people experience a visible disability, many have a non-visible condition or experience a combination of both visible and non-visible conditions. Interestingly, approximately 80 per cent of disabilities are not visible. I

encourage staff to express their interest in Metro North's upcoming training opportunity for hidden disability [here](#). Staff are also encouraged to complete the new Queensland Health Disability Awareness Training. Find out more [here](#).

Staff profile - Thomas Skennerton

Thomas Skennerton is the Principal Diversity Equity Inclusion Advisor for Metro North.

His role is to support and increase under represented communities within the Metro North workforce, through collaboration, support and initiatives. This includes persons with disability, multicultural, LGBTIQA+, as well as our Aboriginal and/or Torres Strait Islander community.



Having previously worked in the banking sector, training industry, and for a non-profit organisation supporting employment opportunities for long-term unemployed and persons with disabilities, Thomas is passionate about helping managers and teams overcome challenges and supporting diversity equity and inclusion initiatives.

Some notable outcomes have been the stand-up of the Murrumba committee, Pride in Metro North, MN ENABLE and the first ever disability recruitment audit.

Thomas's goal is for Metro North Health to be recognised nationally as an employer of choice for all of our under-represented groups, ensuring they are safe and included, and having the opportunity of career progression.

Shout out

This week's shout out goes to the team at Bribie Island Satellite Health Centre who have celebrated their first birthday with the news of successful accreditation with no recommendations. The centre received some very positive feedback from the accreditation assessment team in relation to the team's strong commitment to procedural compliance and the genuine sense of collaboration and positivity across the facility.

Since opening in 2024, the centre has provided more than 22,067 episodes of care, reducing the need for travel off-island and improving access to timely care.

Services include a Minor Injury and Illness Clinic, Day Medical Treatment Unit, Cancer Care, Kidney Health and Outpatient Mental Health Services, as well as the Healthy Assessment and Rehabilitation Team (HAART), Aboriginal and Torres Strait Islander Health Hub and medical imaging. Well done!



Bribie Island Satellite Health Centre's 1st birthday celebrations

Finally, I would like to thank Acting Chief Finance and Corporate Officer (CFCO) Rob Graham, who will be finishing up with Metro North this week. I would like to thank Rob for his leadership and support during his time with us, and we wish him all the best. We welcome Hari Iyer who will be commencing in the CFCO role.

Regards,
Jackie

Acting Chief Finance and Corporate Officer

Robert Graham



Audience: Clinical teams



Read time: 1 min



For: Action

Dear colleagues,

We all strive to provide kind and compassionate care for our patients and their loved ones, but how do we ensure that care is properly recognised?

Metro North Health is working with Create Health to ensure we recognise, optimise and receive appropriate funding for complex clinical activity that happens every day across Metro North.

Attending a one-hour workshop on Microsoft Teams during July or August will be a great opportunity to learn how activity is recorded at Metro North using Activity Based Funding

(ABF) and what you can do to make sure your work is counted.

More details including dates and times are available on QHEPS. Find one that suits you and add it to your calendar.

If you are aware of any activity that is occurring and may not be recorded or appropriately documented for funding purposes, you can let us know here [today](#).

Kind regards,
Rob

Acting Executive Director, Sustainable Assets and Infrastructure

Michael Campbell



Audience: Clinical teams



Read time: 1 min



For: Information

Car parking infrastructure opens up at TPCH

Just like airports, hospitals need car park infrastructure to function well and to accommodate our patients, visitors and staff who deliver care to the community.

July saw the opening of Metro North's largest multi-storey car park to do with the 1507 space car park opening at The Prince Charles Hospital.

The new nine-level car park at TPCH brings 1507 more spaces to the campus, connected by a vehicle ramp which integrates the new and old car park to operate as one, and provides end-of-trip facilities for staff.

Construction of car parks of this scale are long projects. The TPCH car park is located opposite St Vincent's Private Hospital and along the main the entrance to the hospital and construction impacts have from time to time been noticed and disruptive, so it is important to thank and acknowledge the patience and understanding of staff and services throughout the life of the project.

The car park is owned by Metro North and the Sustainable Assets and Infrastructure project team worked closely with the Metro North Car Park team to ensure the building was technically fit for purpose to ensure smooth operations for the car park team to manage going forward.

While the delivery of car park infrastructure is beneficial to our hospitals, it can result in more vehicles and traffic into our hospital campuses and adjoining road networks. Sustainable Assets and Infrastructure is developing a strategy to engage with local and

state agencies about how we can work together to look at solutions to manage traffic flow into our hospital campuses from already congested roads.



Regards,
Michael

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.

Metro North Health's vision

Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.



**Queensland
Government**

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