

Executive Message

Metro North Health



Summary:

- Bed capacity
- Multicultural health
- Patient Safety Net
- Infrastructure update

Message feedback

Chief Executive Adjunct Professor Jackie Hanson



Audience: All staff



Read time: 4 min



For: Information

Dear colleagues,

My sincere thanks to all staff across Metro North for your ongoing commitment to the care of our patients.

We have many challenges within our working environment at present due to increased demands on our services, and the Senior Executive Team and I openly acknowledge these demands will continue for some time.

One of the key areas of demand we manage on a daily basis is bed capacity. Metro North's Acute Bed Capacity plan framework outlines clear triggers and actions when one of our hospitals, or several hospitals, experience higher than usual demand.

The framework acknowledges that acute bed capacity issues can often be predicted before a disruption occurs. In response to acute capacity issues, our initial focus is on ensuring the safe management of patients by creating capacity, managing demand, and prioritising care. During periods of significantly high demand, like during winter, facilities may intermittently transition in and out of Tier 3 which asks staff to focus on clinical



priorities, discharges, flexible bed arrangements, rapid escalation of patient flow issues, and alternative care options such as HITH and Virtual Ward.

These responses are essential in allowing focus on our key priority of providing high-quality, safe and timely care to our patients.

Equally, it is important that staff remember to prioritise your own safety, especially during busy periods when it's easy to overlook simple precautions. Please remember, good hand hygiene, appropriate PPE usage, vaccination and staying home when sick, all contribute to better health outcomes for everyone.

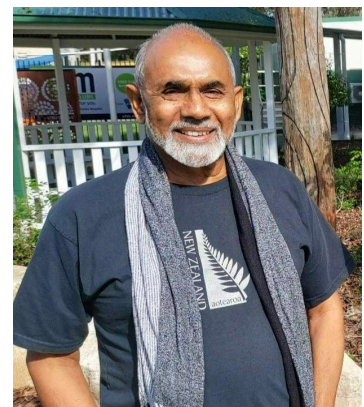
Multicultural health

Over the past two years, Metro North Health has deepened its investment in multicultural health, playing a key role in shaping the [Queensland Health Multicultural Health Policy and Action Plan 2024-2029](#)—the first statewide plan of its kind in over a decade. This new plan replaces our previous Metro North Health Multicultural Action Plan (MAP) and sets a broader direction for inclusive healthcare across Queensland.

This plan is important for Metro North as we support a substantial proportion of Queensland's extremely diverse community with more than 190 languages spoken in the state with our top five languages for interpreter services provided during the last financial year were: Mandarin, Arabic, Spanish, Cantonese and Persian Farsi.

Metro North will lead several initiatives outlined in the plan, continuing our focus on improving access and equity for culturally and linguistically diverse communities. This includes expanding interpreter services and appointing a Multicultural Liaison Coordinator to support patients and staff. A number of projects are already underway, and I look forward to sharing more as these progress.

Listening to our patients and consumers is an essential step in creating culturally safe and responsive health services and experiences. Last week, I had the opportunity to meet with Metro North consumer Shashi (pictured), to discuss the importance of supporting diverse communities. Shashi has been a patient at TPCH, RBWH and STARS, and has worked in different aged care facilities and the Brighton Wellness Hub, using his experiences to help others navigate their way towards better health outcomes, and improve systems and services to support patient-centred care. A very valuable discussion, thank you Shashi.



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 you feel have not been addressed through standard reporting processes.

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 yourselves with how the Patient Safety Net works, how to raise a concern, and when to take action. For more information about the program, visit [QHEPS](#).

Staff profile - Jason Chung

Jason Chung is an Ambassador within Protective Services at TPCH. Working across the adult and paediatric emergency departments, internal medicine service and orthopaedics ward, Jason collaborates with clinical teams to support the development of individualised care strategies for those displaying challenging behaviours. He conducts walkthroughs and patrols across all areas responding swiftly to any escalating incidents and providing general assistance to patients and visitors.



Having extensive experience in the hospital environment through previous roles including ambassador, kitchen hand and undergraduate nursing student, Jason values the ability to develop positive rapport and connection with the people he works with.

He is passionate about delivering a respectful care experience for people through being compassionate and personal in his work, while upholding the highest standards of professionalism.

Shout out

This week's shout out goes to the STARS Food Services team for their efforts in creating a more patient-centred experience through the recent launch of their Chef Special series. This initiative involves themed food nights to bring some extra joy and comfort to patients, kicking off with a very successful State of Origin pizza night. The hard work and dedication of the Food Services Team supported by dietetics assistants ensured a positive and fun experience for everyone involved. A great example of how person-centred care can make a big difference to the wellbeing of our patients. Well done!



Regards,
Jackie

Acting Executive Director, Sustainable Assets and Infrastructure

Michael Campbell



Audience: Clinical teams



Read time: 1 min



For: Information

RBWH Central Reprocessing Department construction tender to commence

Sustainable Assets and Infrastructure continue to progress funding and project approvals for Metro North's priority capital projects to ensure our assets and infrastructure are well maintained and so projects can proceed to support the delivery of healthcare across Metro North.

I am pleased to advise the new Central Reprocessing Department (CRD) for RBWH has received the green light for approval funding earlier this month and the project team can now commence a tender process for construction. It is anticipated that the procurement phase will take approximately six months before the project can get underway, followed by an 18-month construction program.

In the lead up to this point, the project team undertook some preliminary engagement with CRD and RBWH stakeholders about the construction impacts and this has informed the brief that the team will go out to tender. Once the tender process has been completed, the project team will re-engage with stakeholders about the delivery of the project, including construction methodology, and what it means for those services, staff and patients.

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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