

Executive Message

Metro North Health



Summary:

- Have Your Say update
- Board Consumer and Community Forum
- Health equity showcase film
- Intravenous iron staining
- Wear it Purple Day.

Message feedback

Acting Chief Executive Dr Liz Rushbrook



Audience: All staff



Read time: 4 min



For: Information

Dear colleagues,

Have Your Say update

Thank you to the over 700 staff who dialled into the Have Your Say Metro North results vidcast last week. Jacqui Parle from BPA Analytics provided a very detailed overview of the results and outlined where we are doing well, and where we need to take prompt action. You can watch the recording [here](#).

Our employee engagement is at 40% which has decreased slightly since the last survey, and 62% of staff who took the survey agree that Metro North Health is a truly great place to work.

The top three themes of why it's a great place to work were:

- colleagues and friends
- teamwork



- support.

The top three frustrations for employees are:

- workload
- client interactions
- staffing levels.

The results show that we, as an organisation and as teams, need to get better at problem-solving. This is something as an executive leadership team we want to tackle and help empower all staff to solve problems at that local level.

You can see a snapshot of the results in the [infographic](#) and on [QHEPS](#).

We're listening

Plenty of questions came through during the vidcast yesterday and unfortunately, we didn't have time to address them all. There were key themes like burnout, budget restraints, occupational violence and distrust in leadership. These are all important issues that we plan to face and hope to improve.



I want to assure everyone that we are aware of many staff feeling like they are burning out. We know that healthcare professionals experience significant work-related stress and burnout due to factors like excessive workloads, insufficient resources, occupational violence, bullying and harassment and the emotional toll of witnessing trauma. While this is an issue for staff across the state (and indeed the nation), we are working with People and Culture and our professional leads to identify a range of supports to work together moving forward. It is important that we commit to taking care of each other.

We are working on different ways to collaborate with staff on action planning this year and there will be more information on this soon. So please be prepared to share your insights and ideas.

Local team results

Most of the directorate Have Your Say results briefings have recently taken place, with only a couple remaining. Each Executive Director will then share their directorate results with their leadership teams and all staff, before each line manager receiving a report (10 respondents or more) will have access to their local results.

It is an expectation that all line managers share their local results with their team members, and as a group, you then come up with two goals to address the feedback. If you have any questions on this, please speak with your leader—or if you're a manager looking for [support](#) to read or share your results, there are resources and training workshops on [QHEPS](#).

CE staff forums

A reminder that I will be hosting staff forums at each of our facilities and directorates to further discuss our Have Your Say survey results and the recently refreshed [Metro North Strategic Plan 2024 – 2028](#). These are drop-in sessions where you can discuss the strategic

plan for 5-10 minutes. I am looking forward to discussing this with you. Details of these sessions are below.

RBWH

Wednesday 27 August, 8.30am – 10am
Education Centre Foyer

Community and Oral Health

Thursday 28 August Time, 1pm – 2.30pm
Brighton Auditorium

TPCH

Tuesday 2 September, 1pm - 2.30pm
Dr Mark O'Brien Auditorium

STARS

Friday 29 August, 8am – 9.30am
Level 1, Room 101/115

Redcliffe Hospital

Thursday 4 September, 9am - 10am
Education Centre, Lecture Room 4

Caboolture Hospital

Thursday 4 September, 11am - 12.30pm
Auditorium

Board Consumer and Community Forum

Last week, Metro North hosted a very successful Board Consumer and Community Forum which provided a valuable opportunity to review our three-year draft Consumer Engagement Strategy. Approximately 80 attendees including consumers, consumer representatives, community partners, board members, senior executives and staff contributed to the engagement process.

Participants contributed diverse perspectives and insightful feedback that will help shape a strategy that reflects the needs and aspirations of our consumers and community. This collaborative approach demonstrates our commitment to meaningful consumer involvement in every aspect of our work, which is aligned with our refreshed [Metro North Strategic Plan 2024 – 2028](#).

The feedback gathered will be carefully considered and incorporated into the final version of the Consumer Engagement Strategy, which will guide our consumer engagement and community partnership over the coming years. The strategy is due for release in January 2026.

My sincere thanks to all who participated and helped create such a positive and productive environment.



Health Equity showcase film

In July, we proudly launched the [Metro North Health Equity Strategy 2025–2028](#) — the next chapter in our health equity journey. This strategy reaffirms our unwavering commitment to delivering equitable health care for Aboriginal and Torres Strait Islander peoples. We will continue to walk alongside our community, ensuring that our hospitals and health services reflect their needs, priorities and voices.

At the launch event, we heard powerful and heartfelt reflections from Elders, community members and staff about the importance of the health equity agenda — what it means for community, and the responsibility we share to get this right. These voices remind us why this work matters so deeply. I encourage you to take a moment to watch this inspiring video [here](#).

Executive Director, Clinical Governance

Grant Carey-ide



Audience: Clinical teams



Read time: 2 min



For: Information

Dear colleagues,

Intravenous iron staining

Metro North is committed to understanding how we can improve care and better support our staff, and one of the ways we do this is our clinical incident analysis processes. Across Metro North we have seen a number of intravenous iron staining incidents during 2025. Intravenous iron is a high alert medicine and extravasation can result in permanent skin staining.

This significant adverse event can be prevented by ensuring there is an adequate indication for intravenous iron and that intravenous iron is administered via a functioning cannula, placed at a site where dislodgement is less likely (i.e., avoid sites of flexion). Staff should ensure there is vigilant cannula site monitoring and that prior to prescribing IV iron, patients are informed of the risks, benefits, and alternative treatment options including oral iron in some circumstances.

A key learning from recent clinical incidents is that if there are signs and symptoms of iron extravasation during an infusion, such as pain, tenderness, discomfort, burning, stinging, or feeling of pressure or pricking around the cannula site, then the infusion is to be stopped immediately. The [Metro North Intravenous Iron procedure](#) provides additional guidance for staff.

Two self-directed online IV iron education packages have been developed to support safe use of intravenous iron preparations. These include for [IV iron administration](#) and [IV iron prescribing](#). Staff should consider using these as part of their continuous professional

development plan, particularly if working in a clinical area where IV iron is commonly prescribed and administered.

Wear it Purple on Friday!

This coming Friday, 29 August 2025, we'll be celebrating 'Wear It Purple Day 2025' across Metro North. Many of our services and facilities have planned celebrations and to wear purple on the day, ways in which we can all collectively and individually show solidarity and create supportive, safe, and inclusive environments for LGBTQIA+ young people. The 2025 theme is "Bold Voices, Bright Futures", emphasizing the importance of empowering LGBTQIA+ youth.

I invite you to wear it purple and to let our community know that Metro North is and always will be a safe place for LGBTQIA+ young people.

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.

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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