

Metro North Health

Message from the Executive Director Redcliffe Hospital

Cang Dang



Summary:

- August is Metro North Safety & Quality Month
- Compassionate Care Principles
- Redcliffe Hospital Expansion Update
- Staff Profile with Jiville Latu

Message feedback



**Audience: Redcliffe
Hospital staff**



Read time: 7 min



For: Information

Dear colleagues

August is Safety & Quality Month at Redcliffe Hospital and across Metro North Health. Throughout August, we'll be highlighting the important work of our Safety & Quality team, and talking more about our commitment to safe, high-quality, person-centred care.

Safety & Quality at Redcliffe Hospital includes our Patient Safety Officers, Safety and Quality Officers, Consumer Liaison Officers, Patient Experience Managers, Policy and Procedure, Mortality and Blood Transfusion, Safe Medication CNCs, data analysis team, infection control team, fit testing, Indigenous Health Liaison Officers and Indigenous Health Nurse Navigator. The team is pictured below.



We all have a role to play in fostering a patient safety culture. One of the most important ways we all contribute to that culture is by actively reporting and escalating patient safety issues.

I encourage everyone to [refresh their understanding](#) of our obligations when it comes to reporting incidents, both clinical and non-clinical, as well as near misses on Riskman.

Everyone should also know about the [Patient Safety Net](#), which provides a process for escalating patient safety concerns if clinicians or staff feel they have not been addressed through the standard reporting process in a timely, proper or sufficient way.

If you have a patient safety concern and you are unsure of where to report it, or who to talk to, please get in touch with the Safety & Quality team, or the Metro North [Patient Safety Steward](#).

During August, the Safety and Quality team will also be promoting Metro North's 7 Compassionate Care Principles.



Metro North's 7 Compassionate Care Principles

Compassionate care is at the heart of everything we do, and Metro North's Compassionate Care Principles guide us in delivering respectful, empathetic and high-quality care every day.

If you can, please come and talk with the Safety & Quality team in the Staff Courtyard on Wednesday 13 August to find out more about how Metro North's 7 Compassionate Care Principles encourage health practitioners to promote engagement and inclusion with our patients and their families and carers.

You can also find out more about the 7 Compassionate Care principles, and how we can all incorporate them in our daily practice [here](#).

If you can, please also take the time to listen to [Francesca's story](#) on timely communication and reporting, and [Kyle's story](#), as told by his parents.





[Francesca's story](#)



[Kyle's story](#)

Redcliffe Hospital Expansion update

A key focus for the Redcliffe Hospital Expansion Project will be the expansion of the Multi-Storey Car Park to meet current and future parking demands. The car park expansion, which is separately funded to the expansion project, will boost the number of car parks on the campus, ensuring safe and secure parking is available for patients, visitors and staff ahead of the hospital expansion.

When complete, the car park expansion will deliver an additional 536 car park spaces (1,130 total), including 20 people with disability car parking bays, 50 new electric vehicle charging stations and 36 motorcycle parking bays.



The car park expansion will also include refurbishment works for the Redcliffe Showgrounds staff-only car park, including levelling, new bitumen and line marking, as well as an improved footpath to better connect the car park to the Scarborough Road public footpath.

A tender process (led by HIQ) is currently underway for this work that articulates a requirement to keep as much of the existing Multi-Storey Car Park operational as possible throughout the car park expansion works.

If you have any questions or feedback, please email the [Redcliffe Hospital Expansion team](#).

Kind July in Medical Imaging

Throughout July, the Medical Imaging team were focussing on staff wellbeing and kindness.

Lacey Evans and Serenity Meredith were the drivers of this year's Kind July activities in Medical Imaging. Kind July is a social movement aimed at helping to promote everyday acts of kindness.

Lacey brought Kind July to Medical Imaging five or six years ago, and it's become a tradition within one of the hospital's largest clinical departments.



This year Lacey and Serenity arranged fun activities that promoted laughter and fun as well as staff inclusion and wellbeing.

Consumer feedback

Patient and consumer feedback is always welcome because it helps us to make our care safer and better for everyone. We recently heard from a consumer who had an experience in our Emergency Department that I'd like to share with everyone.

... I was greeted by the receptionist who was a lovely lady, with a smile, and with care and compassion. I was called in almost straight away and the nurse practitioner was awesome...

I can't express how grateful I am to be treated with such kindness, and to be seen too, in such a short time. You guys do an awesome job, and deserve the utmost respect.

As busy as the hospital was that day, this consumer received the care they needed and the kindness and compassion that they deserved. This feedback isn't about just one interaction either - they experienced kindness and respect at several different stages in their patient journey at Redcliffe Hospital.

Thank you to everyone involved in this patient's care.

Staff Excellence Award nominations

A quick reminder for everyone that nominations for our Staff Excellence Awards close on Friday 14 August.

There are eight award categories available this year and you can nominate someone for more multiple categories. Those categories include: Health Equity, People Focus,

Innovation, Excellence in Performance, Leadership, Values in Action, Excellence in Integrated Care, and Excellence in Training and Education.

Find out more about the award criteria and how to [submit a nomination here](#).

Our awards are sponsored by QSuper, part of Australian Retirement Trust and will be presented on Wednesday 10 September.



Private Practice Trust Fund

The Redcliffe Hospital Private Practice Trust Fund provides funding grants of up to \$10,000 for projects with a research or education focus.

Applications for these grants are currently being accepted, and close on Tuesday 12 August 2025.

More information about the grants, and how to apply, visit the [Research page on QHEPS](#).

HELIX Innovation Accelerator Program

HELIX Hub, as part of a Healthcare Excellence and Innovation (HEI) is hosting the 2025 HELIX Innovation Accelerator Program to drive frontline-led change across Metro North.



This is another great opportunity for Redcliffe Hospital staff and clinicians who want to tackle real-world healthcare challenges, redesign care models and improve workflows.

You can find out more at a special Q&A session on Friday 15 August from 9:30am. Click [here to register for that session](#), or to find out more, [click here](#).

Staff Profile: Jiville Latu

This week's staff profile features Jiville Latu. As an Anti-racism ally with her own experiences and multicultural background, Jiville is motivated to creating a workplace where diversity is celebrated and where Aboriginal and Torres Strait Islander people feel safe, supported, and respected.

Jiville is personally and professionally committed to being a Metro North Health Anti-racism ambassador, helping to foster a culture of inclusion and respect.

"I hold a belief that everyone deserves respectful, accessible healthcare, being an ambassador allows me to use my leadership to challenge discrimination and advocate for positive change.

"I want to empower staff and patients by promoting cultural safety and awareness, fostering an inclusive healthcare environment."

To find out more about the Metro North Anti-racism campaign, [click here](#).



Lastly this week, on Monday we welcomed around 50 new starters to Redcliffe Hospital in orientation sessions for our new doctors, nurses, midwives, and other health staff.

Please help make all of our new starters feel welcome.

Kind Regards

Cang Dang
Executive Director
Redcliffe Hospital

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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