

Metro North Health

Message from the Executive Director Redcliffe Hospital

Cang Dang



Summary:

- Old school skills and kindness to cancer care patients
- Community responds to our Nurse of the Year
- Metro North Safety & Quality Month, with Paula from Infection Prevention
- Leadership development for operational and admin staff

Message feedback



**Audience: Redcliffe
Hospital staff**



Read time: 4 min



For: Information

Dear colleagues

Some heartwarming news to start the week - with our Cancer Care team welcoming students from St Benedict's Catholic Primary School on Monday morning, together with their donation of hand-crafted pillows for post-surgery patients.

Each pillow took around two hours for the students to make - sewing them by hand during their school lunchbreaks.

Acting Cancer Care NUM, Jessica Kettle accepted the donation on behalf of patients and Nursing Director Matt Wharton didn't miss the opportunity to recognise the student's kindness and compassion - and encouraged them all to consider a career in nursing.



Staff Excellence Awards update

Nominations have now closed for this year's Redcliffe Hospital Staff Excellence Awards.

Thank you to everyone who took the time and effort to nominate a colleague or team they work with.

At the close of nominations, we received 76 submissions, and 119 nominations across the eight award categories.

The awards will be presented on Wednesday 10 September. Congratulations and good luck to all of our nominees.

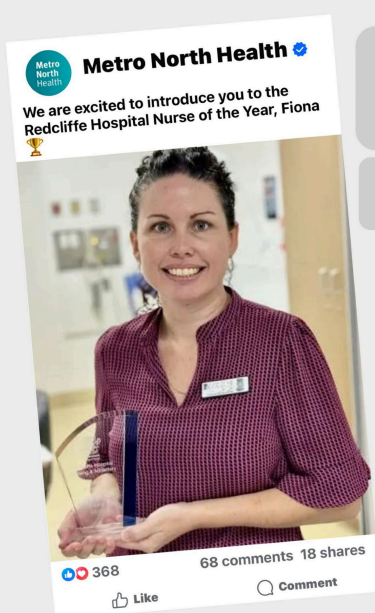
Our awards are sponsored by QSuper, part of Australian Retirement Trust.



More patient and consumer feedback

Social media is an important way that our community and consumers communicate - and we're listening to what they're telling us.

Recently, Metro North Health posted an interview with Redcliffe Hospital's Nurse of the Year, Fiona Moss. This is a snapshot of the comments and reaction...



Definitely well deserved what a champion of a nurse, so glad to be able to sit and talk with you throughout my nursing journey Fiona. 🌟👏👏

You are a great nurse & mentor. I remember working with you at my time at Redcliffe 😊

Congratulations Fiona.....you have always been a wonderful nurse. You are so deserving of this award. 🙌👏

You are amazing with patients, you really care . The orthopaedic team are so lucky to have you 💖

Congratulations Fiona! Well deserved. Amazing nurse and an amazing boss.

Congratulations Fee you are an amazing nurse! ❤️

... Ive been hospitalised three times this year & every single staff member (nurses/, doctors/interns/orderlies) are beyond kind. - absolutely epic levels of caring & support.

Congratulations Fiona, well deserved. Your dedication, professionalism and compassion is truly a credit to the amazing CNC that you are 🌟

Congrats Fee
Well earned recognition for your kindness and dedication to Redcliffe and the community

I've spoken to Fiona on the phone a few times and she was super helpful and friendly! Congratulations!

Fiona is truly an inspiration! 💖

Getting ready to ask R U OK?

In the lead up to R U OK? Day, Redcliffe Hospital staff are being invited to nominate team members who are always interested in the care and wellbeing of colleagues as a [Metro North R U OK? Champion](#). Nominations close Sunday 31 August, with winners announced the week of R U OK? Day.

To help everyone make the most of R U OK? Day this year, we're also offering hospital staff some training on how to ask the question "R U OK?". The Redcliffe Hospital session will be held on Tuesday 9 September, starting at 10am. Registrations are now open through [IMS](#).



Have Your Say Results

If you can, please join us for a vidcast tomorrow at noon, where Metro North's Have Your Say survey results will be shared.

Director of BPA Analytics Jacqui Parle will go through the results at a Metro North level and Acting Chief Executive Dr Liz Rushbrook and Clinical Council Chair Dr Alan Yan will be answering questions from staff.



You can join that vidcast tomorrow at noon by [clicking here](#). The session will be recorded and available later on QHEPS.

On Thursday 4 September, we'll also be hosting a Special Staff Forum with the Acting Chief Executive, Dr Liz Rushbrook talking more about our Have Your Say results, and discussing the Metro North Health Strategic Plan update. An invitation for that session has been sent to everyone's Outlook.



Staff Profile: Paula from Infection Control

As part of Metro North's Safety & Quality Month, this week we're getting to know Paula Herczegh, a Clinical Nurse in our Infection Prevention and Control Team.

In her day-to-day role, Paula collaborates with wards and clinical teams to ensure patients with infectious conditions are cared for in the safest, most appropriate settings. She also provides guidance on managing patients with multi-resistant organisms.

Paula says one thing that clinical staff can do to support her work in this space is to pay attention to selecting the correct PPE when delivering patient care.



"We have seen a sharp rise in the number of non-percutaneous exposures - splash injuries to mucous membranes and eyes. Around 90% of these can be prevented by donning eye protection when contact with blood and body fluids is likely."

Her practical tip for clinical staff is to keep eye protection handy, so it's easy to use when needed.

Lastly this week, I had the opportunity on Monday to address the latest cohort of our Administrative and Operational Leadership Program (pictured right).

This is the fourth time the program has run at Redcliffe, with a two-day workshop provided by the People and Culture team.



So far, we've had around 100 administrative and operational staff participate in the workshops, which came about after listening to feedback among these teams and the need for more leadership development opportunities.

Thank you and well done to everyone who participated and helped facilitate this opportunity.

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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