

Metro North Health

Message from the

Executive Director STARS

Dale Dally-Watkins



Summary:

- Visit from Sarawak delegates
- Safety and Quality Month
- Yarning Stick arrival at STARS
- Compassionate Care Principle Five
- STEptember

Message feedback



Audience: All staff



Read time: 5 min



For: Information

Dear colleagues,

Our Rehabilitation Engineering Centre is not only first class, but also enjoys an internationally recognised reputation. Last Tuesday, the Herston campus hosted an official delegation visit from Sarawak, including The Hon. Datuk Amar Prof. Dr. Sim Kui Hian, the Deputy Premier and Minister for the Ministry of Public Health, Housing and Local Government. The delegates specifically requested a tour of the Rehabilitation Engineering Centre as part of their Herston visit. Thank you to Oliver Mason for showcasing the wonderful work of the REC and to Justine Vost for providing the delegates with a demonstration of ieMR and the WoW.



Safety and Quality Month

August is Safety and Quality Month at STARS and across Metro North. 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 processes.



Yarning Stick

Uncle Gene recently presented STARS with a Yarning Stick for our regular Yarning Circles. A Yarning Stick is used to facilitate respectful and empowering communication during Yarning Circles.

The carvings on the stick tell the story of the legend of the gulukan (pelican) which is a totem of Ninghi Nighi (Redcliffe) region. The STARS Yarning Stick will remain under the custodian of Henry Nona, Cultural Capability Officer.



Activity based funding workshops

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

Join a one-hour workshop on Teams during August to find out how clinical activity is recorded across Metro North Health using the Activity Based Funding (ABF) model.



More details including dates and times available are on [QHEPS](#).

Recognition at the IHHC Excellence Awards

The STARS Food Services Team were once again recognised in this year's Institute of Hospitality in Healthcare (IHHC) Excellence Qld/NSW Branch Awards. Congratulations to

Melinda Tibig for winning the Brilliance in Service Award and to the team for also taking home the Sustainability Award. Our winners will now represent STARS at the National IHHC awards in October, along with our finalists in the National Culinary Competition.



*(L) Melinda Tibig receiving her Brilliance in Service Award
(R) Brendan Host and Kiran Paul receiving the Sustainability Award*

Compassionate Care Principle Five

Principle Five of the Metro North Compassionate Care Principles is: Good navigating and knowledge sharing

Providing ward/unit orientation to patients on admission to the health care environment ensures patients, family and carers are communicated information relating to their health care journey in a way that meets their needs and is easy to understand and use.

Information should include orientation to the hospital and ward which should include visiting information, on site food services, information on how to provide feedback, Ryan's Rule and Australian Charter of Healthcare Rights.

We are currently working on improvements to our patient information pages on the STARS website.

For more information you can see the [Metro North Compassionate Care Principles](#).

RBWH Foundation Ruby Gala Ball

[Tickets are now on sale](#) for the RBWH Foundation Ruby Gala Ball: a one in 40-year opportunity to dazzle for an extraordinary cause and sparkle with purpose.

Join fellow Metro North medical and health innovators, passionate donors and corporate leaders for an unforgettable evening of entertainment and powerful storytelling.

Enjoy a gourmet three-course dining experience with a premium drinks package and spectacular live entertainment. Ticket sales support the future of patient care and transformational research across the Herston Health Precinct.




July Staff Shout Outs

Congratulations to those individual staff and teams who received a Staff Shout Out in July: Derek Morgan, Jess Kielly, Sarah Portillo, Hannah Ferris, Cheryl Costello, Katie Dally-Watkins, Crystal Cooper, Christine Ruaro, Natalie Camilleri, Cara Labinsky, Charmaine Harris, India Hentschel, Megan Lister, Ann Birch, Lisa Scorgie Smith, Scotty Gillies, Debbie Howard, Hayley Mullins, Laura Giblin and Elective Surgery Case Managers, Jorja Potts, Haylee Kajewski, Angela Williamson, Samantha Townsend, Admin Team ground floor day hospital, Nicholas Perryman and the Metro North IT team, STARS Eye Clinic, STARS MET Team, Wendy and the STARS Security Team, SEALS Team and STARS After Hours Nurse Managers.

Thank you for continuing to nominate your colleagues for Staff Shout Outs, it only takes a few minutes.

You can nominate your colleagues for a Staff Shout Out [here](#).



1-30 September
Register your team HERE
Every step counts

Join us for

STARS STEPtember!

Teams of 1-6 | A bonus 100,000 steps for teams with 3 distinct professions | Prizes for highest step count and best team name.

STEPtember

This year STARS will be participating in STEPtember, a month-long campaign to increase

daily activity to improve physical and mental wellbeing.

Get your team together - register your [team name and team captain here](#). There will be prizes for the highest step count and best team name.

Patient compliment

This fortnight's compliment is from a STARS surgical patient and again highlights the quality of service and care provided across the professions.

"I just want to say, I've had four previous procedures at private hospitals. While I have no complaints with them, they do not compete with the quality of service & attention I received at STARS. From the admin staff, my surgeon, the nursing staff, physios, pain management team....everyone was brilliant. Great team from surgeons & nurses & clinicians to admin to wardies, just a great experience".

Kind Regards

Dale Dally-Watkins
Executive Director
STARS

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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