



Dear all,

It was a good to connect with many of you at the staff forum last week. For those who were unable to attend, a recording of the [MNMH All Staff Forum](#) is available to view.

At the forum we were joined by Metro North's Chief Operating Officer, Stephen Eaton who confirmed that Metro North's Business Case for Change will not proceed at this time. He also advised that recruitment for a permanent MNMH Executive Director will commence in the coming weeks. In addition, Stephen supported improvements through a PEC redesign and will be engaging with the Department to identify funding solutions. This is positive news for our MNMH Directorate, demonstrating Metro North Executive and the Board's genuine commitment to working with us to improve mental health services.

I will continue to work closely with Metro North Health to ensure their focus remains on our services and to advocate changes that ensure better support and improved working conditions for our staff.

Other key items discussed were:

- **Have Your Say Survey** – Managers recently received team-level results and will work with you on goals and actions to help drive the changes you want to see. A recording of the broader [MNMH Directorate Have Your Say results](#) is available to view.
- **Visit from the Health Minister** – Staff from a range of professions recently met with the Minister at TPCH, providing an opportunity to showcase the important work underway across our facilities, as well as the challenges impacting this work.
- **Infrastructure updates** – A brief has been submitted for a proposed Hospital in the Home (HiTH) service at TPCH, developed in consultation with TPCH staff to ensure it meets operational and consumer needs.
- **World Suicide Prevention Day and R U OK? Day** – These important dates serve as reminders of our collective role in suicide prevention and the importance of supporting one another, particularly given the challenging and emotionally demanding nature of our work
- **Updates from MNMH Executive leadership team** – Penny Dale, Director Aboriginal and Torres Strait Islander Health, Jo Wild, Director Clinical Governance & Informatics and Kylie Burke, Director Research, Strategy and Evaluation.

Last Thursday, we welcomed back Liam Wishart from leave. I would like to thank Melissa Liessi for stepping into the role of RBWH Operations Director during his absence and ensuring the service was well supported. Her leadership and assistance were greatly appreciated by staff.

We have also heard from many of you that greater visibility of the MNMH leadership team would be valuable. We recognise the importance of sharing the broader strategic priorities of our directorate, while also taking the opportunity to engage directly with you to understand what is working well and where challenges remain. These conversations are essential to driving improvement together and in the months ahead, members of the leadership team and I will be visiting staff across our facilities and services. I look forward to meeting with you in person and hearing your perspectives.

If there is anything else that you would like to raise in the meantime, I encourage you to contact me or another member of the MNMH Executive team by emailing ED-MNMH@health.qld.gov.au or contacting us directly.

Have a great week,
Nathan

Nathan Dart

MNMH Grand Rounds

Join us for the next MNMH Grand Rounds.

Presented by:

- Dr Iti Agrawal, Psychotherapy Lead, MNMH
- Dr Zonia Weideman, Director of Therapies, MNMH

Date: Tuesday 23 September 2025

Time: 3:30pm - 4:30pm

Location: Lecture Theatre, Education Centre
Caboolture Hospital
AND [via Teams](#)



Send a thank you message for World Pharmacist Day



Our hospital pharmacists play a vital role every day in supporting safe patient care, collaborating with teams, and offering expert advice when it's needed most. They are essential members of our healthcare teams and integral to our work community.

To celebrate World Pharmacists Day on Thursday 23 September 2025, you are invited to share a short message of thanks to a pharmacist (or pharmacists) who have made a difference. Your messages will be compiled and shared with them on the day.

Please submit your message via the link below by **Tuesday 23 September**:
[World Pharmacists Day – Send a message of thanks](#)

Update from Ryan Lindenmayer
Acting Director Clinical Governance
and Informatics

Standard committees

- Thank you to staff that have participated in the stand up of our Clinical Governance committees. Your support as we moved from the local level governance processes to the refreshed committee process is greatly appreciated. There is still more to do, particularly with the sub committees, so if you see an EOI and have a passion to assist, express your interest as we would love to have your input.
- Communication about the standards will be circulated in the future and this will also be published soon.

Fit testing

- Mask Fit Testing continues across MNMH and I would like to thank those involved in organising this process.
- If your previous fit test hasn't been recorded in TMS, please email proof to: MNMH-Infectioncontrol@health.qld.gov.au

- We are starting to see our Fit testing rates increase – a special shout out to the TPCCH inpatient teams who have achieved high levels of staff compliance!
- We are currently working with MN on a Mask Exemption process and hope to have more information shortly.

Clinical Incident Management

- A Morbidity and Mortality (M&M) review will commence soon, to review all M&M committees across the directorate. An EOI will come shortly, please keep a look out for these if you are interested in participating.

Procedures and auditing

- The [new procedure flowchart](#) is now in place, following service-wide consultation. Thank you, particularly to frontline staff, for your valuable input on ensuring processes reflect real practice.
- Some audits will be streamlined or stood down as we transition to the Metro North MARS platform and we will involve you throughout this process. We also welcome suggestions on how best to engage clinicians in this important work.

Recruitment updates

- I'm pleased to announce that we have successfully recruited to the Safety and Quality Officer (Infection Control) role and Ajit KC will be commencing in the role on the 7 October 2025.
- A Consumer Carer Experience role will be advertised in the coming weeks.
- The Morbidity and Mortality coordinator advert has closed, and we will update as we progress through this process.

AI in health care

- Metro North Health recently issued guidance on the use of Ambient AI in clinical settings (technology that listens to conversations and generates clinical notes).
- It is important to note, before using or purchasing any AI tools, staff must seek guidance and approval by emailing MNMH-informatics@health.qld.gov.au. This aligns with Metro North's advice that "Your local Health Information Management team is advised of your intention to trial the technology."
- In MNMH, Informatics falls under the Clinical Governance and Informatics team. There are important governance and due diligence considerations for AI use, and the Directorate is committed to ensuring these are met. This is an exciting and evolving space, and we want to work with teams across MNMH to ensure we get it right.
- We are currently recruiting an Informatics Lead and establishing a Standard 1 Subcommittee to support all digital aspects of MNMH (e.g. CIMHA, ieMR, eMHJB, and AI use).
- Metro North also plans to purchase AI technology and will provide further guidelines in due course—we will keep you updated.

Consumer feedback

- The [MNMH Consumer and Client Feedback Procedure 011285](#) has launched and will be implemented from Monday 29 September 2025. To support rollout, Lunch & Learn sessions are available—if you missed the first, the next is on Thursday 18 September at 12:30pm on TEAMS.
- You can still attend a session on **Thursday 18 September 2025, 12:30pm on TEAMS**. We encourage all staff to attend one to ensure you are informed and prepared for the upcoming changes.
- For any enquiries, please contact the MNMH Feedback Office at: mnmh-feedback@health.qld.gov.au

Thank you for working with the Governance and Informatics team to help streamline and improve processes across our mental health services.

Warm regards, Ryan.

Smoking and vaping Webinar

Join the Mental Health Faculty (MHF) for a practical and engaging webinar focused on vaping, nicotine use, and the support pathways available for those wanting to quit.

MHF will also share resources, training opportunities, and



Australian College of Nursing

MENTAL HEALTH NURSING

FACULTY

outline the steps to becoming a nicotine treatment specialist.

This session is available to all MNMH nurses and you don't have to be a member to register and attend.

Date: **Thursday 18 September 2025**

Time: **6:30pm - 7:30pm**

Location: **Online**

REGISTER

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**