

Metro North Health

Message from the

Executive Director Redcliffe Hospital

Cang Dang



Summary:

- Introducing our new Operational Plan
- Redcliffe Hospital Expansion update
- Here's Humphrey
- What's next with Have Your Say survey results

Message feedback



**Audience: Redcliffe
Hospital staff**



Read time: 5 min



For: Information

Dear colleagues

The Redcliffe Hospital Operational Plan 2025-26 is another of the big strategic bodies of work currently underway at Redcliffe Hospital. After months of consultation and collaboration with staff, stakeholders and hospital consumers, I'm pleased to announce that the Operational Plan is complete.

The Plan lays out how we'll work toward the Metro North Health strategic vision; identifies the challenges we have before us, and maps out how we'll make the most of the opportunities available to us.

The plan also makes us accountable for our progress too. We start reporting next month on how we're delivering things like:

- A Workplace to Be Your Best,
- Research and Innovation,
- A Connected Care System,
- Health Equity, and
- Delivering Exceptional Care.

Thank you to Donna Ryan and the Planning and Performance team for delivering the plan. It's been a long and consultative process.

I encourage everyone to [take a look and see how](#) your work area will help achieve these objectives.



Consultation on the future of Cancer Care

Part of delivering a connected care system means being part of the strategic planning for whole-of-HHS services, like Cancer Care. Redcliffe Hospital staff are being invited to contribute to the ten-year Metro North Health Cancer Care Clinical Services Plan 2026-2036. I encourage everyone to find out more about how they can get involved with that consultation, [here](#).

Redcliffe Hospital Expansion update

We kicked off the preliminary consultation stage earlier this month, focusing on finalising the Schedule of Accommodation and updating targeted models in the Functional Design Brief.

This important consultation stage will continue in the coming weeks following a brief pause to allow us to review the latest bed projection data. My thanks to everyone involved in this consultation stage so far - new meeting dates will be sent to them soon.

Things are also moving ahead with the multi-storey car park expansion – the tender for that project is due to close this Friday.

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



Here's Humphrey ...

It's hard to tell who enjoyed Humphrey B. Bear's visit to Redcliffe Hospital more - patients or hospital staff.

We were pleased to welcome Humphrey last Thursday at the end of his tour of regional Queensland. Humphrey visited the paediatric ward for a story time with patients and families and shared more joy with staff and patients on 4 East.

Thanks again to Rhonda from REDDY Fun and Fitness for helping Humphrey find his way to Redcliffe.



Have Your Say update

The rollout of Have Your Say results continues, with team leaders invited to a Special Managers Forum next Tuesday with Jacqui Parle from BPA Analytics. Team-level results will be provided following this session.

From here, team leaders and managers will meet with everyone on their team to discuss and understand the results together.

There will be a Special Staff Forum in October to discuss hospital-level results as well.

Everyone has a role to play in creating positive change and helping make Redcliffe Hospital a workplace to be our best.

Redcliffe Research Symposium

The Redcliffe Hospital Research Symposium featured 12 posters and 17 presentations this year, including a keynote address by Associate Professor James Kirby on *What is compassion and why it matters for our mental health and wellbeing*. The keynote was particularly well-timed, being delivered on R U OK? Day.

Well done to everyone in the Research team for their months of hard work in arranging the event.



Pictured, Kylie Jacobs receiving this year's Research Excellence Award.

R U OK? at Redcliffe

R U OK? Day reminds us how easy it is to look out for each other simply by having meaningful conversations.

To encourage everyone to have those conversations, the REDDY Fun and Fitness team rolled out the BBQ and arranged some fun and games outside the Rehabilitation Unit.

Supporting each other is one way we can make Redcliffe Hospital a workplace to be our best.



Health Equity update

Saturday was the anniversary of the UN Declaration on the Rights of Indigenous Peoples (UNDRIP), which was an important step towards justice, equality and respect for Indigenous communities worldwide. As a hospital community committed to Health Equity, we recognise the importance of listening to Aboriginal and Torres Strait Islander voices, honouring traditional knowledge and supporting self-determination in health care.

One of the ways we're doing this at Redcliffe, is by supporting the Emergency Department to be a more culturally safe place for everyone. Since June, we've had an identified Clinical Nurse position three days a week in the Emergency Department. The following month (July), we recorded a reduction in the number of Aboriginal and Torres Strait Islander patients who either did not wait for treatment, or who left after treatment commenced. It's a small step in the right direction on our journey to Health Equity.

Lastly this week, some changes in SOPD, with Jenny Ashton taking up a project role in the office of the Chief Nurse and Midwifery Officer at Metro North. Thank you to Caitlin McCarthy, who has agreed to be the acting SOPD Director for the next couple of months.

While talking about staff changes, at the recent staff orientation we welcomed 30 new hospital staff. If you have new people in your teams, please do what you can to make them 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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