

Executive Message

Metro North Health



Summary:

- Staff forum at TPCB
- Engaging with staff to create a world-class service
- Creating the culture we want
- Metro North Innovation Showcase.

Message feedback

Chief Executive Nick Steele



Audience: All staff



Read time: 4 min



For: Information

Hi Everyone,

I am pleased to be back on deck after being away last week and very keen to continue working with the team at Metro North to deliver on our exciting agenda going forward. Thank you to Stephen Eaton who covered the Chief Executive role while I was away. Stephen's steady leadership is always valued.



Yesterday, I hosted a staff forum at TPCB to share some of the proposed key priorities and areas of focus for the next 18 months – more to follow in next week's message. It was also an opportunity to field questions from staff about a variety of topics and issues affecting TPCB staff. Thanks to everyone who attended in person or on Teams.

As mentioned at the forum, one of my aspirations is to make Metro North a world-class service, attracting and retaining the best people and continuing to innovate to remain at the forefront of healthcare. Achieving our goals will take time and effort, but a critical part of this is fostering a highly engaged workforce which is encouraged and supported to make dynamic and forward-thinking changes around how and where we provide care.

Continuing to operate as we've always done will be not be sustainable moving forward. As a health service, thinking outside the box and progressing new ideas, in a streamlined responsible way, is essential. Demands on our services are growing each year, and while some of our facilities are planning for or undergoing major redevelopment, we need to address our challenges in the short term while we wait for projects to be completed.

So the question is, how do we do things better now with our current resourcing? How do we use our existing assets to create new ways of delivering care that respond to the needs of our community?

I want to reassure staff that this is not about cutting services; it's about identifying how we can adapt or modify current practices and processes, to allow us to focus on delivering the right care for our patients. Critical to this is high quality service delivery or high reliability healthcare as some describe it.

Since joining Metro North five months ago, I have listened to the views and ideas of many staff about how we can work together better to improve patient care and experiences. Your feedback and ideas are so valuable because you know what does and doesn't work on the ground, and I know you have the ideas and solutions to our challenges.

This ability to engage will be extremely important over the next 18 months, as we work towards achieving an extensive agenda for Metro North that involves many positive changes to improve how we function as a health service. The involvement and input of frontline staff in informing and making patient-centred change is essential.

Our ability to work together as a cohesive team is key to improving how we deliver care effectively to our patients moving forward. I acknowledge that with nearly 30,000 staff working across multiple shifts, meaningful communication and engagement is challenging, but I'm very keen to hear your thoughts.

From March, I am planning to work from different facilities across Metro North each Friday so that I can engage more with front line service delivery and key local stakeholders. If you or your team would like to meet with me to discuss ideas or issues, please let me know. Feel free to hit the 'message feedback' button or email my office and we will lock something in. I want everyone across the organisation to feel that they have a voice, and their ideas and feedback are always welcome. I have already accepted an offer from Professor Elizabeth Whiting to join her on one of her ward rounds.



Staff forum at TPC

Creating the culture we want

It's brilliant to see such strong participation in our organisational culture work, with staff across all levels and locations. We're moving from diagnostic into co-design, drawing on findings from the Culture Fitness Diagnostic survey, interviews and group discussions which have confirmed some of the themes raised through Have Your Say, including leadership visibility and consistency, unnecessary barriers and processes that slow down progress, and the tension staff experience between feeling valued and meeting performance targets.

The next step is working with staff and leaders to test and shape practical behavioural and system-level changes that address these issues in meaningful ways. I'll keep you updated on opportunities to get involved and help shape the culture we all want.

Take care.
Nick.

Acting Executive Director, Clinical Services

Dr Jason Jenkins



Audience: All staff



Read time: 1 min



For: Information

Dear colleagues,

Innovation Showcase - Save the Date

Healthcare Excellence and Innovation (HEI) and the HELIX Hub are excited to announce that the **2026 Metro North Innovation Showcase** will be held on **Friday 12 June** at the RBWH Education Centre.

This year's theme, *Designing Tomorrow, Together*, captures our shared ambition to shape the future of healthcare through collaboration, creativity, and forward-thinking design.

We are delighted to welcome Dr Dinesh Palipana OAM as our keynote speaker and we welcome back Board Chair, Bernard Curran as our Abstract Award Presenter. The Showcase will also feature Abstract and Poster Presentations from our talented MNH staff—highlighting achievements, insights, and innovative ideas from across our organisation as well as interactive workshops.

COMING SOON! Call for Abstracts: 2026 Metro North Innovation Showcase

Abstract submissions will be open on Monday 9 February for this year's Showcase!

I encourage teams to put forward the innovative work shaping our future—whether in digital health, smarter models of care, or new ways of working. This is a great opportunity to share your impact and inspire our network.

Keep an eye on your email for the next HELIX Hub Newsletter. If you are not a member of the HELIX Hub Community or for more information email: HELIXHub@health.qld.gov.au

Regards,
Jason

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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