

Metro North Health

Message from the

Executive Director STARS

Dale Dally-Watkins



Summary:

- Peer Review
- Perioperative education sessions
- Staff Shout Out
- Improving our culture
- Patient story
- Acting Executive Director arrangements

Message feedback

Audience: Staff

Read time: 5 min

For: Information

Dear Colleagues,

On Tuesday and Wednesday, STARS and the Oral Health Centre underwent a Peer Review led by Metro North Clinical Governance. The Peer Review assesses us against the eight National Safety and Quality Health Standards and is an opportunity to receive feedback on what we can improve on prior to a formal accreditation process.

The assessors had many positive comments about the work that we do. There was a special mention of how well we partner with consumers (Standard 2) and our systems around medication safety (Standard 4). Overall, STARS were recognised for our culture and welcoming nature which reinforces how wonderful the team is here.

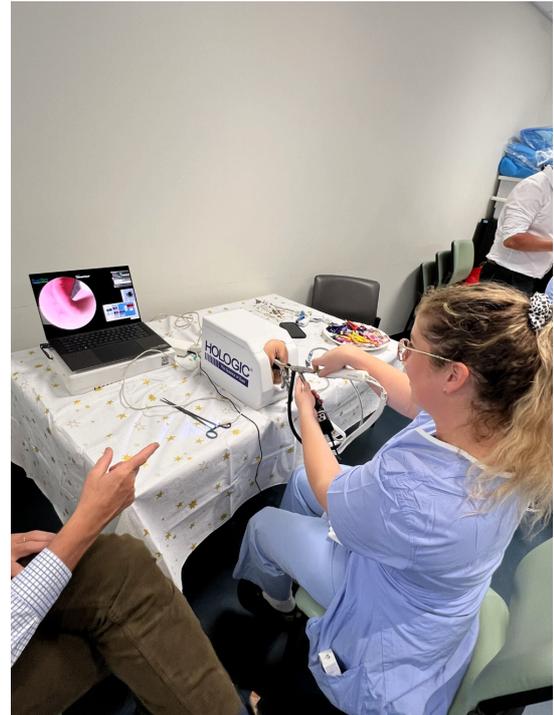
There are a number of actions across the standards which will be provided in a Red, Amber and Green formatted report within the next few weeks. STARS will then have an opportunity to review and provide feedback.

Thank you all for making the assessors feel welcome and for taking the time to promote the great work we do here at STARS and the Oral Health Centre.

Perioperative education sessions

As part of Perioperative Nurses Week last week, staff participated in a number of education sessions including the opportunity to learn how to remove uterine polyps using a

hysteroscopy simulator by Hologic. The uterine simulator is a lifelike uterine model with interchangeable pathologies (polyps, fibroids, adhesions) and natural haptics, providing tactile feedback for authentic diagnostic and intraoperative practice. Staff also enjoyed participating in an intubation relay, a competitive and entertaining way to receive education.



Improving our culture

The 2025 Have Your Say (HYS) survey clearly told us that a culture matters to our staff – feeling safe, supported, and able to do their best work.

Our culture is a key influencer in how we achieve our priorities and goals, and ultimately the quality of care we provide to our patients and consumers.

That's why Metro North is taking a deeper dive, using HYS feedback as a foundation, to gain a better understanding of our current culture, with the aim to remove the barriers that get in the way of great care.

Further feedback will be obtained from a diverse cross-section of clinical and non-clinical staff across Metro North via a dedicated Culture Fitness Diagnostic survey. This survey does not replace the HYS survey; it is designed to help understand why some of the common themes identified in the HYS survey continue to trend across the health service.

The survey will help define the features of Metro North's current culture, and provide valuable information to shape the culture needed for the future, to continue to deliver accessible, equitable and sustainable healthcare. It will measure how systems, behaviours, and leadership practices enable or hinder safe, high-quality care and high performance.

Staff will be randomly selected for the survey which is planned to commence next week. It contains 14 questions and takes 5-10 minutes to complete, with all information provided remaining confidential and not stored with Metro North. Staff selected to participate will receive an email requesting participation in the EY Culture Fitness Diagnostic Survey.

Feedback received from the survey will be used to inform broader planning around how we improve our culture.

Staff Shout Out

A Shout Out to Rajni Nair, CNC Safety and Quality VECS, who was the key organiser and co-chair of the recent Annual Scientific Meeting of the Hospital in the Home (HITH) Society Australasia. The conference brought together leaders from across Australia and abroad to explore the future of virtual care, integrated patient journeys and workforce design. Rajni also presented a poster based on her PhD research which examines nursing work design in HITH models. Sharing this work on a national platform highlighted clear opportunities to further strengthen capability, leadership, and workforce sustainability across our distributed and hybrid care teams. Well done Rajni.



Patient story

I'd like to share a lovely patient story with you about 98-year-old great-grandfather Roy. Roy had been invited to his beloved granddaughter's wedding but didn't think he could attend as his wheelchair set-up was so uncomfortable, he could only sit in it for less than an hour.

In stepped the Rehabilitation Engineering Centre who collaborated with physiotherapist Angela Williamson to design a cushion taller than the standard height to enhance Roy's sit-to-stand ability, while carefully selecting foams that balanced support and comfort.

With the new custom wheelchair seating in place, Roy was not only able to attend the wedding but also take on 'flower girl' duties. He declared it the "best wedding he had ever been to".



It is always heart-warming to hear how the work that we do at STARS has such positive impacts on a patient's life, including being able to attend special family events.

Christmas decorating contest

I hope everyone has picked their theme for this year's Christmas decorating contest. Before you start decorating, please remember to read the [decorating guidelines](#) as they spell out restrictions on where you can put up decorations in our building. You can [register your area here](#), by Friday 5 December. Judging will take place on Tuesday 9 December. This year's decorating competition is sponsored by the RBWH Foundation and there will be prizes for the

winner and two runners-up.

I look forward to seeing the photos of the Christmas decorating contest entries on my return.



Staff Christmas breakfast

As a thank you for all your hard work this year, we are once again holding our annual Christmas staff breakfast on Wednesday 10 December from 6.30am-8.30am. There will be breakfast muffins and croissants with gluten free and vegan options available.

Acting Executive Director arrangements

Please be advised that I will be on annual leave from this coming Monday, 24 November 2025 to 11 January 2026. During this period, Geoff Grima will be acting as Executive Director, STARS. Geoff joins us from The Prince Charles Hospital where he serves as Director of Operations for Emergency, Paediatric Services, Internal Medicine & Clinical Support, and the Kallangur Satellite Health Centre (Kalangoor). I'm sure you will make Geoff feel welcome.

I would like to wish everyone a wonderful Christmas and New Year. I hope you all find some time over the holidays to catch up with family and friends and to get some rest and relaxation. For those staff who are working over the break, thank you so much for continuing to provide care for our patients.

Kind Regards

Dale Dally-Watkins
Executive Director
STARS



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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