

Metro North Health

Message from the

Executive Director The Prince Charles Hospital

Tami Photinos



Summary:

- Executive Update
- Tasty treats at After Dark Eats
- TPOCH leads on-demand interpreter trial
- Staff Profile - Siân Pfindst
- Celebrating 50 years of nursing

Message feedback



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear team,

I'm excited to return to work this week after a refreshing break. A big thank you to Mel Dubbelde for her leadership as acting Executive Director for the past few weeks.

The Metro North Staff Excellence Awards will be held next Friday night (28 November). Good luck to our TPOCH finalists:

- **Excellence in Consumer Partnerships:** GEM Unit
- **Non-Clinical Excellence in Operations:** Patient Support Services Team
- **Improving Aboriginal and Torres Strait Islander Health:** Allied Health Research Cooperative
- **Innovation:** Surgical and Critical Care
- **Leadership In Action:** Perfusion Team
- **Safety and Quality:** Two finalists - Melissa Neighbour, Cognitive Assessment Unit and the Dementia and Delirium Service.

Executive Update

Great news for our Heart Lung Program - TPOCH Heart Lung Director Dr Darren Walters and Echocardiology Clinical Director Dr Greg Scalia will open the prestigious [Tokyo Valves](#) conference in February next year. Cases at TPOCH will be broadcast live to the conference in Tokyo, putting us firmly on the world stage.

I joined the Senior Nursing Leadership meeting yesterday. It was a great opportunity to discuss key topics including the Have Your Say survey results, hospital expansion and the new Metro North executive leadership.

Earlier in the week, I attended the Metro North Health Health Equity Showcase 2025 event (right). TPCCH had three stalls, showcasing our commitment to improve health outcomes for our Aboriginal and Torres Strait patients.



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, 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.

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 start next week. It will contain 14 questions and take about 5-10 minutes to complete. 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.

Perioperative Nurses Week

It was Perioperative Nurses Week last week. TPCCH celebrated with an afternoon tea (below) for our wonderful team who work alongside medical teams to ensure patients receive a safe and supported surgical experience.



Tasty treats with After Dark Eats!

We have been working closely with The Common Good to increase food options for staff on evening and night shifts.

The new 'After Dark Eats' offers prepared meals on Wednesday and Thursday nights from the main cafe between 5pm and 8pm. Just look for the food truck without wheels!



It's a new initiative with a street food style menu, much like a food truck, that changes each week.

We had a 'Made in the USA' theme initially, followed by 'British Bites' this week. I wonder what's next?

Watch the *Metro North Staff Bulletin* each Wednesday to see what's on the menu that week.

TPCH interpreter trial a Queensland first!

The Prince Charles Hospital will soon be the first hospital in Queensland to trial a new 24/7 on-demand video and phone interpreting service in our adult Emergency Department.

The service is expected to provide almost immediate access to an interpreter for patients presenting at the Emergency Department, 24 hours a day, seven days a week, using an iPad app.

A similar trial at Royal Perth Hospital Emergency Department returned average wait time for patients to access an interpreter for all languages via video or phone of just 36 seconds. More commonly spoken languages including Arabic, Mandarin, Cantonese, AUSLAN, Korean and Spanish had an average connection time of just 20 seconds.

For more details, get in touch with Metro North Senior Multicultural Health Officer [Madi Hope](#).

You can also read more about the trial in the [Metro North Newsroom](#) and add a like to our [social media post](#) on the Metro North Facebook page.



Enter the Christmas Decorations contest!

Don't forget to enter the popular annual TPCH Christmas Decoration competition.

We've had another busy year so let's celebrate the festive season with some wonderful colour and TPCH ingenuity!

Check the guidelines and nominate [here](#).

Staff Profile

Disability Action Week (23-30 November) is a great opportunity to consider what we can all do to continue building a more accessible and inclusive community.

Registered Nurse Siân Pflugst has been with Metro North for 19 years. She loves working in the TPCH ICU because she's part of a team that can make a meaningful impact in people's lives during their most critical moments.

Siân said Disability Action Week was important because it encourages conversations that lead to real change. She believes when we raise awareness, we reduce stigma and create a kinder, more inclusive community.

This includes Metro North ENABLE, which was established as part of our commitment to provide a safe and inclusive environment for all employees and consumers regardless of their lived experience of disability, chronic health condition, neurodivergence, mental health,

or for carers of a person with disability, as well as their allies.

The ENABLE acronym stands for Employees Navigating Access, Barriers, Leadership and Equity. You can find out more on the [extranet](#).

Being a Metro North ENABLE member has enabled Siân to connect with a diverse group of talented people and to witness real change for staff and consumers with disability.

As someone with lived experience of disability, she understands that small actions can truly make a difference in creating inclusive and supportive environments where people's strengths can shine.



Fifty year nursing milestone

This week, our GEM team celebrated (right) with Enrolled Nurse Susan Keane who will retire at the end of this month after 50 years of nursing.

Susan is a proud Nympaah woman (northwest NSW) who grew up on Gumilaaroy land.

After starting her career in New South Wales in the early 1970s, Susan wrote a letter to the TPCH School of Nursing, seeking to enrol in the Enrolled Nurse Course.

Sue came to TPCH for an interview in March 1976 and was accepted into our Enrolled Nurse (EN) course. She completed the course in 1977 and worked as an EN at TPCH for a few years before moving to RBWH and several other locations while her husband was with the Australian Defence Force.

Sue and her family moved back to Brisbane in 1995 and she came back to TPCH. Some 27 years later, she continues to work here in our subspecialty Geriatric Evaluation and management Unit (GEM).

During her retirement, Sue plans to enjoy travelling with her husband.



Celebrating the career of Ann Finnimore

Speech Pathology's Rehabilitation and Subacute Care Team Lead, Ann Finnimore PhD, also announced her retirement, after 40 years of clinical service.

Ann commenced work as a speech pathologist in Queensland Health in the 1980s. She joined the Brisbane North Health Service District (now Metro North) in 1994 at what was then the Bald Hills Hospital (later known as Jacana) and has worked at TPOCH since 2004.



Ann's remarkable dedication to her patients and their families have left a lasting positive impact on many people's lives.

Ann was instrumental in the development of the Parkinson's Disease management pathway at TPOCH. Her contribution to the speech pathology evidence base will have a lasting impact for patients and colleagues for many years to come.

Ann has played a positive and pivotal role in leading, developing and shaping so many clinicians in their career path. It was great to join Ann and her colleagues yesterday to celebrate her career.



Finally,

A reminder that smoking (including e-cigarettes and vapes) is prohibited on the grounds of any public hospital, private hospital or health facility. It is also prohibited within five metres of the facility boundary.

The [legislation](#) protects the health and safety of everyone on-site. TPOCH is increasing patrols and infringements attract a \$333 on-the-spot fine.

Kind regards,

Tami Photinos
Executive Director
The Prince Charles Hospital



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 we 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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