

Metro North Health

Message from the

# Executive Director The Prince Charles Hospital

Tami Photinos



## Summary:

- Executive update
- Lifting hand hygiene standards
- Heatwave precautions
- Great year for Eat Walk Engage
- Christmas service

Message feedback



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear team,

Since returning from leave, I have been in regular contact and meeting staff in our transplant and cardiothoracic teams, which provide excellent care and patient outcomes. They do great work every day. Our heart transplant service is safe and continues to have patient outcomes that are equivalent to national and international peers.

While it's been disheartening to read recent media reports, everyone is leaning in, showing great resilience and supporting each other.

Like everything, there's always room for improvement and the additional funding from Metro North will help us to implement the final recommendations from the benchmarking report.

We welcomed independent reviewer Bernadette McDonald to TPCH this week. She was impressed by our committed and passionate staff, living the Metro North values.

It's important that we all continue to work together to deliver the best possible outcomes for our patients and the community.

Should you need help, please reach out to a [TPCH Peer Responder](#) or directly to one of [staff support](#) services.

## Executive update

Queensland Health Director General Dr David Rosengren visited the TPCH Transit Lounge on Tuesday, talking about opportunities with patient flow and expansion. He also said hello to our emergency department team.



Prevocational Medical Accreditation Queensland (PMAQ) has approved TPCH to continue delivery of prevocational medical training to postgraduate Year 1 and Year 2 doctors until early 2030.

Unlike previous years, there will not be a mandatory shutdown period over the Christmas and New Year this year.

However, there will be reduced activity due to public holidays and

the concessional day. Please speak with your supervisor about what's happening in your ward or work area.

If you are taking leave, please submit the application in myHR as soon as possible to ensure we maintain appropriate staffing over the period.

### Let's lift our hand hygiene standards

Our patients deserve our best. However, for the first time in a decade, TPCH has fallen 10 per cent below the national Hand Hygiene benchmark, recording a compliance rate of 77 per cent.

Hand hygiene is one of the simplest and most effective ways we prevent harm. Every interaction, every moment, every discipline matters.

Stay mindful of the [Five Moments for Hand Hygiene](#).

Our patients, their families, and our colleagues rely on us. We must lift our performance.



### Sharyn is our 'Safety Star'

Metro North is committed to a safe and healthy workplace for everyone.

As part of Safe Work Month recently, Acting Director Corporate Services Sharyn Trappett was nominated as a 2025 TPCH 'Safety Star' for her work towards improving safety throughout TPCH.

Sharyn received her certificate recently from Health and Safety Services Safety Advisor Scott Brazier and Health and Safety Representative (HSR) for Surgery Services, Nicole Cheales (left).



### Take care during heatwave conditions

Did you know that heatwaves are responsible for more community deaths than bushfires, floods, cyclones and severe storms combined?



Metro North Health has activated our [Heatwave Response Sub-Plan](#) to lean forward. TPCH also has a Heatwave Checklist, found in (Annex 5) on pages 51-54.

The [Queensland Health website](#) also has more information on heatwave precautions and advice for people in our community who may be particularly vulnerable.

### Geriatrician joins our St Martin's team

Dr Danusha De Alwis is a dual trained staff specialist with special interests in older person care.

Dr De Alwis works every Thursday with our St Martin's interim care team at Taigum, supporting TPCH patients while we they work towards a permanent aged care placement.

She is pictured here (right) with Acting Administration Manager Danielle Owen.



### Another great year for our Eat Walk Engage team!

The TPCH Eat Walk Engage (EWE) team have done incredible work again this year to create meaningful experiences which prevent delirium and functional decline for patients.



Their Year in Review document has great photos of our staff and patients on wards 1C, 1F and 2D participating in a variety of fun and meaningful activities.

These efforts have strengthened patient well-being, reduced isolation, and demonstrated our commitment to person-centered care.

The Year in Review document is [available here](#).

### Staff Profile - Jane Lushington

McGrath Foundation nurse Jane Lushington cares for metastatic breast cancer patients at TPCH and RBWH.

However, almost two years ago, Jane was unaware she was about to face a significant personal challenge of her own that she would navigate herself and her family through.

Jane woke up one morning to discover she had lost my hearing in her left ear. Six months later, Jane had cochlear implant surgery and is now learning to live with a disability.



Jane is a member of Metro North ENABLE to help raise awareness of people with a disability in all aspects of work and life.

Ahead of International Day of People with a Disability on Wednesday 3 December, Jane is celebrating being part of an inclusive and diverse community of people with a disability in Australia and across the world.

Read more about Jane's story on the [Metro North Newsroom](#).

### Enjoy your retirement!

Heart Failure Support Service Clinical Nurse Anna Burn (right) will retire in mid-December after 40 years of nursing. Anna went straight from school into nursing at RBWH at 17 years of age, moving to TPCH cardiology in 1991.

Over the years, Anna has enjoyed meeting many patients and helping them to improve their quality of life.

During retirement, she plans to travel with her husband, renovate their house and spend more time with family.



Yesterday, we also celebrated the significant contribution that Maureen Godfrey (second from left) has provided to TPCH over many years. Her Occupational Therapy colleagues and friends from TPCH multidisciplinary teams she has worked within came together to wish her all the best.

We also recently bid farewell to nurse Dee McMaster (right) who retired after an impressive 43 years in ICU nursing.

Do you know staff who have reached a long service milestone or retiring? Please let me know so we can shout out to them as well.



## Everyone welcome at TPCH Christmas service

It's beginning to look a lot like Christmas!

Everyone is invited to join a Christmas service in the TPCH Multi Faith Centre on Thursday 4 December, starting at 10am. You can also follow the service on Channel 118 in the Main Building.

Entries in the TPCH Christmas Decorations competition close next Monday (8 December). Earlier this week, we had 18 entries. Check the guidelines and nominate [here](#).

**Finally,**

Good luck to our finalists in the Metro North Staff Excellence Awards tonight.

If you're not going to the event, jump on the [Metro North Staff Health Community Facebook page](#) to see the photos!

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.



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