

Metro North Health

Message from the

# Executive Director The Prince Charles Hospital

Tami Photinos



## Summary:

- Executive update
- Free Christmas staff breakfast
- Primary Stroke Centre accreditation
- Have Your Say action update
- Staff Council update
- Staff Profile - Elena Black

Message feedback



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear team,

Congratulations to the TPCH CAM Unit for winning the Safety and Quality award at the Metro North Staff Excellence Awards.

The unit was recognised amongst their peers for a triad of dementia care initiatives delivering measurable and meaningful outcomes for patients, staff and families.



Congratulations also to Khera Kim, Dr Lucy Dakin, Sarah Bold, Dr Sarah Fox and Kevin Clark from the TPCH Post Delirium Follow-Up team, which was recognised in the annual Australian Council of Healthcare Standards (ACHS) Quality Improvement Awards for enhancing cognitive recovery and reducing hospital readmissions in older adults.

[Executive update](#)

This is my final message of the year. I will be Acting Metro North Chief Operating Officer based at Herston from Monday 8 December 2025, returning to TPCH on Monday 5 January 2026. During this time, Mel Dubbelde will be acting Executive Director and Gareth Davis will be acting Director of Operations - Surgery and Clinical Care.

I presented two awards at the Best of Grand Rounds Finale yesterday - the People's Choice Award for Endocrinologist and UQ Senior Lecturer Dr Shanal Kumar for her talk *Diabetes: Tackling the Twin Crisis of Diabetes and Obesity*, accepted by Dr Daniel Smith (right). The Best of Grand Rounds Champion was awarded to Dr Lachlan Crawford for his presentation *Cardiac Transplantation in congenital heart disease: new problems, new frontiers*.



I'd like to give a Shout Out to our transplant nurses. It was great to talk with the team yesterday and offer my support. They are a great team that turn up every day, committed to providing kind and compassionate care to patients and their families.

Speaking of nurses, TPCH will celebrate Nurse Practitioner Week next week, including an event at The Common Good Cafe on Wednesday (10 December).

Unfortunately, the go-live for the re-introduction of Inpatient and At Home Care PREMS was delayed. The statewide team is working to reschedule a launch in coming weeks.

### Transit Lounge review

We are currently reviewing the Transit Lounge and what capacity it has to meet increasing patient demand.

Last week, we started the initiative 'vacate by 8 and in by 9' to facilitate early transfers to the Transit Lounge and create capacity in inpatient areas to accept admitting patients.

You may see teams in and around our clinical areas, reviewing what capacity and space we have for growth within our current footprint.

We will continue to update you on any changes or enhancements to our current services to support our increasing patient demand.

### Free Christmas breakfast for staff!

We've had another great year thanks to the wonderful team we have at TPCH.

We're hosting a free Christmas breakfast for staff at The Common Good Cafe on Tuesday 16 December, starting at 7am.

All staff are welcome. Please come along!



## TPCH secures Primary Stroke Centre accreditation



TPCH is the first hospital in Metro North Health to receive certification as a Primary Stroke Centre from the Australian Stroke Coalition.

Stroke Unit certification is recommended by both the World Health Organisation and the Federal Government Heart and Stroke Plan as a quality assurance and improvement method.

Thank you and congratulations to our Stroke MDT team for their daily work to support stroke clinical care at TPCH. Our initial certification is for 12 months - next step is four years!

## Have Your Say action update

You may have seen the [Metro North Have Your Say Response Plan](#) was communicated in the Acting Chief Executive message last week.

We are finalising the TPCH Have Your Say Response Plan and will share this with you as soon as possible. I have also committed to three leadership goals based on your Have Your Say feedback:

- Strengthen Charlies Culture and High Performing Teams. Commencing in 2026, lead quarterly 'Pulse on Charlies Culture' Forums with the Staff Council to hear directly from the multidisciplinary teams and address emerging issues quickly.
- Facilitate regular Executive Walkarounds with clinical teams to identify system bottlenecks and drive quick win improvements.
- Drive system improvement and innovation by setting up Charlies Innovation Pipeline Ideas (ChIPI) where staff are encouraged to submit ideas for improvement.



I'm also working with the TPCH Staff Council on the three key themes from staff in the survey results, which were support me, respect me, keep me safe. See more below in the update from Staff Council Chair Dr Lucy Dakin.

All local teams should have shared their Have Your Say results with staff and should be discussing two goals that can help you, as a team, improve culture and the way we all work.

If you haven't seen your local results yet, please reach out to your line manager or contact [People and Culture Programs](#). You can find more information about the Have Your Say survey and the goal setting process on [QHEPS](#).

## TPCH Staff Council update

*From Chair Dr Lucy Dakin*

The TPCH Staff Council has had a busy and productive November with several initiatives underway to support staff wellbeing and engagement across TPCH:

### Wellness Wagon progress

Planning for the new *Wellness Wagon* is well underway. The Council is in the process of securing a trolley containing a range of snacks, uplifting and interactive resources including affirmation cards, fun fact sheets, brain teasers and a selection of sensory items.

### Charlies Week wrap-Up

Thank you to everyone who visited the Staff Council booth during the Staff Wellbeing Day. Planning has already begun for Charlies Week 2026 with suggestions including a Charlies Week yearbook or magazine. Staff are invited to send through any photos from this year's celebrations to complete the event page on [QHEPS](#).

### Have Your Say – Council goals

TPCH Executive has asked the Council to help shape three goals for TPCH in response to the Have Your Say survey. These will focus on the key themes raised by staff:

- *Support Me*
- *Respect Me*
- *Keep Me Safe*

### Care Safe, Work Safe Workshop

Staff Council members participated in the Metro North Clinical Council one-day Occupational Violence workshop yesterday. This event brought together staff from across the service to collaborate on practical and sustainable safety solutions. The Council looks forward to continuing this important work and thanks all staff for their ongoing input and support.

## At-grade car park upgrades and changes from February

Upgrades to at-grade car park areas across TPCH campus are anticipated to start in February next year, which will include the installation of car park management technology, boom gates, CCTV and payment machines.

These sequenced works will occur across various sites over six months and may require temporary closures of individual car parks while works are undertaken, starting with car park areas 61 (Executive Car Park 1) and 62 (Executive Car Park 2) in February.

Staff and services will be advised of the timing and sequencing of the program of works in January and as additional car park areas are impacted. The works need to be completed in advance of site-wide tariffing coming into place. More information to come in January.

## Staff Profile - Elena Black

Elena Black recently started at TPCH as a senior social worker working across the heart and lung transplant teams.

Elena is passionate about supporting patients to navigate the ups and downs of life with health issues. She is grateful to work alongside dedicated clinicians helping patients and families through the transplant process.

Before joining TPCH, Elena worked with patients undergoing stem cell transplants, who experience similar practical and emotional concerns to our transplant patients and their carers.

Outside of work, Elena loves to bake and has made several wedding cakes for friends - as well as her own!



## Finally,

Entries for the annual TPCH Christmas decorations competition close on Monday (8 December) with judging on Wednesday (10 December).

Check the guidelines and, if you haven't already done so, nominate [today!](#)

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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