

Metro North Health

Message from the

# Executive Director The Prince Charles Hospital

Tami Photinos



## Summary:

- Emerging technologies
- Transplant recommendations update
- Celebrating women and girls in science
- Eat Walk Engage celebrates Valentine's Day
- Staff profile - Grace Allen

Message feedback



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear Team,

Implementation and integration of technology remains difficult in busy clinical environments.

Challenges like digital skills, connectivity needs and operational processes can often halt projects before they get started. That's exactly why a new collaborative proof-of-concept project for telepresence robotics, supported by HELIX, is happening soon.

A close partnership between TPCH, Metro North Health Procurement and Digital Metro North, is bringing clinical, operational, digital and procurement expertise together to test what it really takes to introduce emerging technology to real-world hospital settings.



Affectionately named Geri, the mobile telepresence robotic device (right) can support reminiscence therapy, as well as video calls between patients and their family or caregivers who are at risk of delirium. The aim is to learn how adjunctive devices (used together with primary treatment) may help optimise familiar faces and conversations for at risk or disorientated patients, even if in-person visits from loved ones are difficult.

The team is now learning more about how technology can support front-line clinicians and patients despite growing demands on the health system.

### Transplant Benchmarking Report update

The Prince Charles Hospital Heart and Lung Transplant Benchmarking Report recommendations are progressing as planned, with 36 recommendations completed and the remaining seven currently in progress.

A majority are to be completed by the end of March with the remaining by the end of the financial year, noting that delivery timelines reflect necessary re-design work and longer-term five-year planning considerations.



### Celebrating women and girls in science

On Wednesday this week, The Prince Charles Hospital Foundation hosted its third annual high tea in celebration of the International Day of Women and Girls in Science.

This is a special event where remarkable women connected to the Foundation who have each made significant contributions to healthcare and science share their stories.

Among the speakers in 2026 were Emergency Staff Specialist Dr Faye Jordan (left), Allied Health Research Coordinator Lisa Franks (centre) and Caboolture Hospital Physiotherapist Helen Edwards (right).

Guests also heard from Sharon Hoole, the mum of the hospital's 500th heart transplant recipient, Rhys Hoole. She spoke about the remarkable care Rhys received at the hospital and the role of research in his treatment and recovery.

### Eat Walk Engage celebrates Valentine's Day with patients

Sue and Shie from our Eat Walk Engage Team celebrated Valentine's Day with patients this week, serving tasty ice-creams and peaches served at the bedside.

Patients were very happy to receive an ice-cream with the interactions leading to better engagement and conversations across the four-bed bays between patients and visiting families, which fits many of the EWE goals.



### Medical Leadership Intensive Program

Metro North is continuing the Medical Leadership Intensive Program. It provides comprehensive knowledge to help medical leaders navigate the challenges of the complex and changing environment within the healthcare sector and contribute to positive change.

It is available to Clinical Directors and Medical Directors within Metro North and senior doctors aspiring to those positions, delivered in three individual sessions over a 12-week period. Day 1 is a whole day and days 2 and 3 are half days). Express your interest by following this [EOI link](#).

To find out more, reach out to [MedicalLeadershipIP\\_MN@health.qld.gov.au](mailto:MedicalLeadershipIP_MN@health.qld.gov.au)

### Media essentials training

Healthcare-related stories are never far away from the news headlines.

To help learn more about our responsibilities in relation to media and social media, the Metro North Communications team has developed training modules that are now available in TMS.

**Course 1 - Understanding Media** is suitable for all staff and helps explain the interactions between Metro North Health and the media.

**Course 2 – Media Foundations: Practical Skills** is recommended for specialists who may be called on to participate in media events as part of their work.

Click [here](#) to learn more or log in to TMS to get started.



### Staff Profile - social worker Grace Allen

Grace Allen has been a social worker for 10 years. She is interested in people, community and the connections that shape our lives.

Grace recently joined TPCH in orthopaedics. Her day includes coordinating care, liaising with the multidisciplinary team and ensuring fracture patients have the appropriate supports in place for a safe transition home.

Grace has previously worked in palliative care and the Emergency Department at Ipswich Hospital, covering ICU, which gave her experience managing acute and critically unwell patients in a fast-paced environment.

Outside work, Grace's spare time is happily taken up caring for her 10-month-old baby and supporting her 92-year-old grandmother. Her perfect weekend would be a simple coastal getaway with her husband and daughter swimming and relaxing together.

### Vale Beth Packer

Last Thursday, we farewelled colleague and friend Beth Packer, who passed away after a courageous battle with a long and challenging illness. Beth was a pharmacist employed at The Prince Charles Hospital Pharmacy Department for 10 years, remembered not only for her clinical expertise but for her warmth, humour and unmistakably joyful spirit.

Beth completed her pharmacy internship at Charlies in 2016 as part of a cohort fondly remembered for its quirks and character. From her very first day on the tools, it was clear to many, that Beth's vibrant personality and roguish sense of humour would fit seamlessly into the Charlies family.



At her service, Beth's family shared heartfelt memories of her ability to find humour and delight in life wherever she could. Colleague Alison Grieves spoke beautifully about Beth's empathy and dedication in the workplace—traits her patients and colleagues deeply appreciated.

Rest in peace, Beth.

### Finally,

A shoutout to the TPCH Central Sterilising Service Department (CSSD) Nurse Unit Manager Clare George and team, which stepped up to provide a helping hand to our friends at St Vincent's Private Hospital Northside recently. It is great that we all work so well together.

Please take care in the wet weather which is forecast for this weekend. The Metro North Emergency Management and Business Continuity team will be actively reviewing potential impacts and send all staff messaging, if required.

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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