

# Executive Message

## Metro North Health



### Summary:

- Premier's Delivering for Queensland Awards
- Health Equity update
- Research news
- Values in Action - spotlight on respect
- Director Ethical Standards
- Compassionate Care Principles.

Message feedback

## Chief Executive Nick Steele



**Audience:** All staff



**Read time:** 5+ min



**For:** Action

Hi Everyone,

We received some fantastic news this week with the announcement of the Premier's Delivering for Queensland Awards, which recognised a Metro North service for their outstanding contribution to the Queensland community.

The Post-Operative Discharge Support Service (PODSS) received the overall Premier's Award in recognition of its collective impact across the state and the leadership role of STARS in developing and demonstrating a model that is improving access to care, reducing unnecessary emergency departments and lowering re-admission rates across Queensland.



PODSS is a nurse-led telehealth pathway for patients who are discharged and have post-operative concerns or questions. It improves the quality of post-operative care by providing patients with a place to ask any questions or report any post-surgery concerns

regarding issues such as pain and pain relief, wound care, general post op follow-up advice to more serious complications requiring streamlining to appropriate services.

Since its pilot in Metro North, the PODSS model has expanded significantly and is now in place at multiple Queensland sites as well as across our Metro North facilities including STARS (inaugural pilot site), RBWH, TPCB and Redcliffe with Caboolture to come on line in the next few months.

The success of PODSS is an important reminder that some of the most meaningful improvements in healthcare come from teams that see an opportunity to do things better for patients and work collaboratively to make it happen. This is a great example of how working together across our health network can achieve improved patient outcomes. Congratulations to all the PODSS teams!



*The PODSS/NSQIP team at STARS*

## Health Equity update

On Wednesday, I had the privilege of attending our Health Equity Community Consultation, *Connecting the Journey: Growing Strong Kids*, alongside community members, Elders, families, clinicians and partners.

It was an extremely valuable day of conversation, connection and shared learning, with a strong sense of momentum around how we continue working together to improve health outcomes for Aboriginal and Torres Strait Islander children and families across Metro North.

Throughout the day, I had the opportunity to listen to community perspectives through a series of yarning circles exploring key topics including developing stronger care pathways, community health priorities, social and emotional wellbeing, the social determinants of health, and the ongoing impacts of racism on health outcomes. It was also encouraging to see our first health equity partnership event with Children's Health Queensland, and I appreciated the opportunity to speak with their Chief Executive, Frank Tracey, about how we can continue strengthening collaboration across our services.

Thank you to the staff and partners who worked so hard to bring this important consultation together. I'm hopeful that the event will lead to an initial list of actions that will improve the health and wellbeing of Aboriginal and Torres Strait Islander children.

Yesterday we also recognised National Close the Gap Day, which reminds us that achieving health equity requires strong partnerships, listening to community and taking meaningful action.



## Research news

Research and innovation are key priority area within Metro North's strategic direction, focusing on how Metro North can deliver world class care by boosting health care innovation and transformative research that improves outcomes for our community. That's why on Wednesday, I was pleased to attend the opening of the new Life Science Incubator at QIMR Berghofer, marking a major milestone for Queensland's rapidly growing biomedical and life sciences sector.

Delivered through a strategic partnership between QIMR Berghofer and Altea Investments, the incubator brings a globally connected life science innovation platform to the Herston campus -building on the success of established hubs in Singapore.

The facility provides purpose-built laboratory and office space designed to support emerging and scaling life science companies, while fostering collaboration between researchers, industry, and investors. The official opening was attended by key representatives from government, industry, and the life sciences community, including Brisbane Economic Development Agency.

This event highlighted the critical importance of partnerships in supporting the development of high-impact research and innovation opportunities that lead to meaningful improvements in health outcomes for our patients into the future.

It also provided lots of 'food for thought' on how we can rapidly scale our own institutes.

## Values in Action - spotlight on respect

This week, we are recognising Harmony Week (16-22 March), the International Day for the Elimination of Racial Discrimination (21 March), and National Close the Gap Day, held

yesterday on 19 March. These events remind us that creating safe, inclusive and culturally respectful environments is essential to delivering exceptional care for our community.

[Respect](#) is one of the foundations of our Metro North values. It shapes how we treat our patients, families, colleagues and the communities we serve.



A respectful workplace embraces different backgrounds and ways of thinking, which brings a variety of perspectives to problem-solving and decision-making.

### *Steps to help embed respect in your day-to-day work*

- Listen to and value the voices and experiences of Aboriginal and Torres Strait Islander peoples and multicultural communities.
- Speak up against racism, discrimination or exclusion in our workplaces and services.
- Strengthen partnerships with our diverse communities to ensure services reflect the needs of all people.

### *Resources and opportunities to learn*

- [Metro North Anti-Racism Campaign](#), *Stop Racism. It Starts With Me* – our commitment to actively eliminating racism in healthcare.
- Cultural Practice Program – mandatory training which builds cultural awareness, confidence among staff and furthers our commitment to health equity. Register via [TMS](#).
- Beyond Diversity training – this training helps develop racial consciousness and practical skills to navigate conversations about race. Next workshop, 15–16 April. Register via [TMS](#).
- [Community and Engagement Framework](#) and [Working with the Aboriginal and Torres Strait Islander Community: Practical Guide](#)
- Join the [Metro North Multicultural Employee Working Group](#) as a voice for staff who identify as multicultural or as an ally.
- Information and resources for treating patients with a culturally and linguistically diverse (CALD) background are available on the [Multicultural Health](#) QHEPS page.

In the 2025 Have Your Say staff survey, 76% of staff (up from 69% the previous survey) felt their colleagues put the value of respect into practice. This is a great achievement, and I'd like to see that upward trend continuing in time for the next survey in 2027.

## **Director Ethical Standards**

I am pleased to advise that Mark Beckett has been appointed to the role of Director Ethical Standards Unit (ESU) Metro North following a formal recruitment process. Mark has been acting in the role since October 2025 and brings more than 20 years' experience in integrity, investigations and governance across the Queensland public sector.

Mark has held several key leadership roles including: the Director ESU, Department of Health; Program Director, Office of the Deputy Director General, Department of Child Safety, Seniors and Disability Services; and Manager, Compliance Services within the Department of Child Safety, Seniors and Disability Services. These roles have equipped

Mark with wide-ranging expertise in all components of managing complex employee conduct matters, that will serve our Metro North workforce well moving forward. Please join me in congratulating Mark on his appointment.

Take care.  
Nick



Executive Director, Clinical Governance

## Grant Carey-ide



**Audience:** All staff



**Read time:** 2 min



**For:** Information

Dear colleagues,

As part of our ongoing commitment to embedding the [Metro North Compassionate Care Principles](#) into everyday practice, I am pleased to announce the release of the next [video](#) in our Compassionate Care series. This instalment focuses on the principle of **Good Navigation and Knowledge Sharing**—a principle that speaks to the heart of how we guide, inform, and support patients and their families through some of the most uncertain and vulnerable moments of their lives.

This video shares the powerful lived experience of *Jane*, an ICU survivor who generously recounts her journey from a sudden, life-threatening accident through to recovery, rehabilitation, and ultimately advocacy. Her story illustrates the profound impact that clear communication, accessible information, and coordinated support can have on patient outcomes—not just in the acute phase of care, but long after discharge.

This video is an important reminder that Good Navigation and Knowledge Sharing is not only about providing information—it is about:

- **Ensuring patients and families understand their care journey** in ways that make sense to them
- **Supporting transitions of care** by offering clear and timely guidance
- **Connecting people with appropriate services and supports early**
- **Recognising the emotional and cognitive impacts of critical illness** and responding with compassion
- **Empowering people through shared understanding**, so they feel less alone and more in control

Jane's story reinforces why this principle matters and why we must continue to strengthen the way we orient, inform, and walk alongside those in our care.

I encourage all staff to take a few minutes to watch this impactful video, reflect on the experiences Jane shares, and consider how each of us can contribute to improving navigation and knowledge sharing across our services.

Thank you for your ongoing dedication to compassionate, patient-centred care. Together, we are making a meaningful difference in the lives of those we serve.

Regards,  
Grant

**Metro North Health**



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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