

Metro North Health

Message from the

Executive Director Redcliffe Hospital

Cang Dang



Summary:

- Metro North Peer Assessment
- Star of the Month
- Shoutout to Lou
- Race to the Roof next Thursday

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear colleagues,

Earlier this week, we underwent our peer assessment, with around 20 assessors from across Metro North looking over pretty much every aspect of the care we provide.

Peer assessment is much like the ACHS short-notice assessment we will undergo sometime before the end of June.

We welcome peer assessment for the same reason we welcome accreditation assessment: we're always interested in making our hospital safer, and we're accountable for the care we provide.

The full report from the assessment is yet to arrive, but at the summation session, the assessors had lots of encouraging things to say about what they saw, together with some suggestions on how we can improve.

The assessors were particularly impressed by the enthusiastic engagement they had with staff and their passion for patient care. I'm grateful to everyone who assisted our assessors this week, especially considering we were on Tier 3 for much of their time with us.

We're grateful too for the assessors' time, insights, advice and expertise. They were with us for two days, seeing as much of the hospital as possible in that time.

Our Safety and Quality team, led by Stacey Hobden, did a remarkable job making all the necessary arrangements at very short notice, with support from many area including the Education Centre, Facility Services and Metro North Communications.

We look forward to receiving the full peer assessment report soon, so that we can make the most of their recommendations and feedback.



Star of the Month

January was a big month of patient care, and the nominations for Star of the Month reflected that.

Out of 27 nominations, the judges named three very deserving nominees - including some who were nominated more than once for their great work.

Our finalists this month include:

- **Jarrold Woelders**, an Operational Officer with Facility Services, who does a challenging job with initiative and without fuss.
- **Deborah Dickinson**, Nursing Director with the Surgical Service Line, for clear leadership and unwavering support of her teams.

Congratulations to this month's winner, the **Gastroenterology multidisciplinary team**, who received the award in recognition of their dedication, teamwork, and commitment to patient safety.

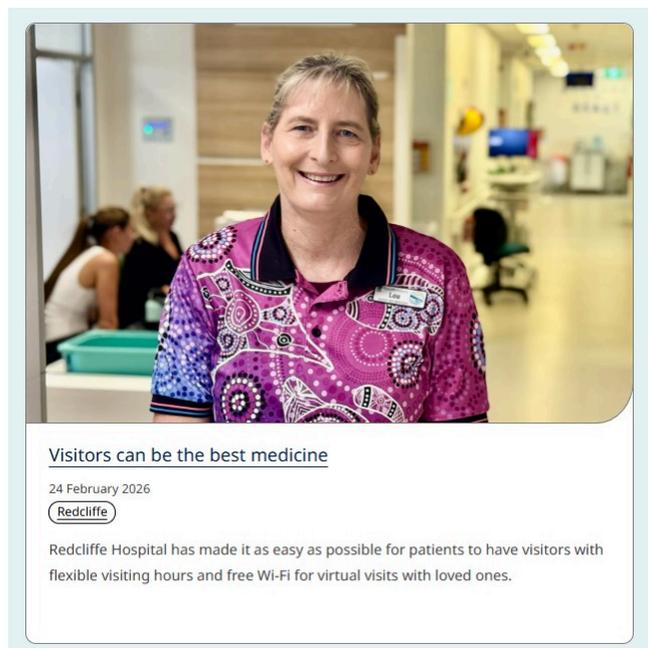
Congratulations to our finalists and this month's winner.

Shoutout to Lou

Lou Joce is one of Redcliffe Hospital's most recognisable NUMs, now managing the team on ward 6 East.

The Metro North Newsroom has run a [great story this week featuring Lou](#) explaining why visitors are good for our patients and why Redcliffe Hospital supports flexible visiting hours.

If you have an idea for something you'd like to see featured on the Metro North Newsroom, get in touch with [Metro North Communications](#).



Ready for the Race to the Roof?

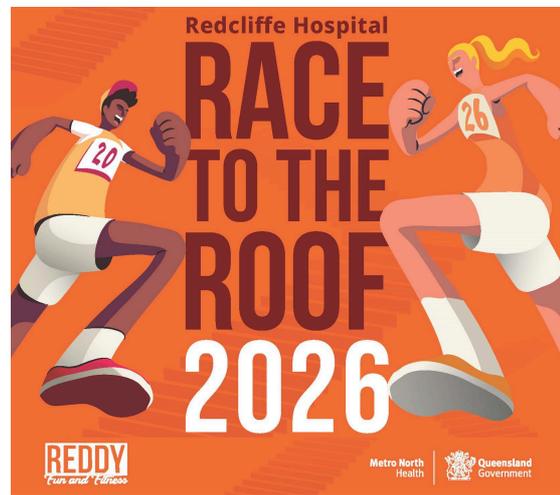
Race to the Roof is back for 2026!

The event will be run next Thursday from noon in the stairwell of the main building.

Competitors can sign up on the day, meeting on the ground floor near the service lifts and entrance to the Emergency Department.

Last year, fifteen competitors lined up to take on the challenge, with Jack Franklin recording the fastest time ever of just 22.3 seconds.

Think you can do better? Find out next Thursday!



Sustainable Assets and Infrastructure

All Staff Reminder

To maintain a safe environment for staff, patients and visitors, the charging of electric scooters and bikes is not permitted within any Metro North buildings or offices.

These vehicles should be stored in dedicated bike racks or at end-of-trip storage facilities and charged at home or in a safe, designated outdoor area.



E-scooter reminder

To ensure a safe environment for everyone, a reminder that charging of electric scooters and bikes is not permitted within any Metro North buildings or offices. These vehicles should be stored in end-of-trip storage facilities and only charged at home or a designated outdoor area.

Metro North Diversity and Inclusion Plan

To provide the best care to our patients, we need to ensure our workforce reflects the community we serve. The first [Metro North Diversity, Equity and Inclusion Plan](#) has been published, committed to addressing diversity and inequity and supporting colleagues of all identities, genders, abilities, and cultures.

Lastly, thanks *a latte* to everyone who joined Monday's event celebrating [Zouki's deal with Raise it for Redcliffe](#) (pictured right).

Zouki will donate 10 cents from each coffee sold to help fund hospital projects through Raise it for Redcliffe.

If you're interested in getting more involved with Raise it for Redcliffe ahead of Giving Day this year, please get in touch with [Jah-Tian](#).



Kind regards,

Cang Dang
Executive Director
Redcliffe Hospital

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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