

Metro North Health

Message from the

# Executive Director The Prince Charles Hospital

Tami Photinos



## Summary:

- qhRefer live
- Celebrating Queensland Women's Week
- Paid parking update
- Emergency preparedness update
- Staff Profile - Nic Irwin

Message feedback



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear Team,

qhRefer went live on Monday morning at TPCH and Kallangur Satellite Health Centre (Kalangoor), thanks to Healthcare Excellence and Innovation (HEI), the Outpatient Strategies qhRefer Project Team and eHealth Queensland's Integrated Care Solutions Team (ICST).

qhRefer is an electronic platform for the creation and submission of Queensland Health specialist outpatient referrals and post discharge appointment requests (PDAR). It also allows automated correspondence to GPs, enhancing communication between GPs and specialists.

To date, 923 TPCH and 37 Kallangur users have been provisioned for access to qhRefer.

You may have seen the Metro North qhRefer project team visiting wards and outpatient areas in their distinctive shirts, providing at-the-elbow support, training and user provisioning access.

By 3pm Wednesday afternoon, 116 qhRefer documents - 48 internal referrals and 68 post discharge appointment requests - had been generated at TPCH and Kallangur Satellite Health Centre (Kalangoor).



## Celebrating Queensland Women's Week

Did you know that 73 per cent of leadership positions at TPCH are held by women? And that 72 per cent of the TPCH total workforce are women?

Queensland Women's Week 2026 from March 8 to 14 is a wonderful opportunity to celebrate the important roles that women have in the workplace and how we can create a positive environment where everyone can succeed.



I hope everyone found ways to celebrate this important day, and the achievements and acts of courage shown by women in our own networks and across Queensland.

SMO Dr Kristy Rogan (above) said Queensland Women's Week was a powerful reminder of the resilience, strength and contribution of women across our community.

"For me, it is a moment to pause, acknowledge and appreciate the incredible women I work with every day who consistently advocate for patients and lift each other up," Dr Rogan said.

"Women's Week is also an opportunity to reflect on the work still ahead and recognise the ongoing need for a commitment to ensure the future generations of women in healthcare feel seen, supported and encouraged to lead. This week reminds us that when women thrive, our entire community thrives, too."

## Paid parking update

Our new multi-storey car park was delivered in line with the Department of Health's policy that hospital car parks are to be funded under the [Government Portfolio Model](#) (GPM).

This model means the car park was funded by the State Government through a loan, with the introduction of tariffs on car parks across the campus to help meet the cost of that loan, together with the ongoing operations and maintenance of the car park.

Executive car parks 1 and 2 will become our first at-grade car parks to become tarified.

Work to install paid parking infrastructure will start on Monday 20 April and continue until mid-May. The car park team has been in touch with staff who use these carparks.

Once reopened, the car parks will both be tarified and be renamed:

- **CP03** – (previously Executive Car Park 1) will be designated as a public car park and will be expanded to include the existing VMO/SMO carparks.
- **CP04** – (previously Executive Car Park 2) will be designated as a staff parking area.

Applications for parking in the multi-storey car park or the new CP04 can be made via [QHEPS](#). For more details, email [TPCHCarPark@health.qld.gov.au](mailto:TPCHCarPark@health.qld.gov.au).

You can also visit the car park team information booth in the Common Good Café every Wednesday, starting Wednesday 25 March.

## Raising delirium awareness

Delirium affects up to one in four hospitalised older adults. It is common, serious — and often preventable.

For World Delirium Day (Wednesday 11 March), the TPCH Dementia and Delirium Service held a poster making contest to help raise awareness about delirium care across the hospital.

Staff, students, volunteers and interdisciplinary teams were invited to participate.



**Winner:** Heath Chapman and Ella McDougall from OT. [See the poster.](#)

**Second:** St Martin's Interim Care Service OT Lucy Anderson. [See the poster.](#)

**Third:** Madhu Lata, Myrna Harbeck and Lizelle Lumb from the FRAIL ED team. [See the poster.](#)

It was great to see the World Delirium Day display in The Common Good cafe this week (above). This year's theme 'Voices of Delirium' focuses on listening to the stories of our patients and families as a key to improving care through the prevention, early recognition and management of delirium.

## Emergency Response page updated

The [TPCH Emergency Response](#) QHEPS page has been updated with more than 20 new resources and links. I encourage you to visit the updated page and familiarise yourself with the information and resources now available.

These additions aim to strengthen the confidence and emergency response readiness of TPCH staff, including:

- What to do in the early stages of an emergency code activation or incident
- Escalation pathways and decision-making guidance
- Support processes for after-hours digital incidents
- Roles and responsibilities during emergency responses
- Quick reference guides and checklists for high-risk scenarios.

If you have any questions or suggestions for future inclusions, please feel free to reach out to [@TPCH Emergency Preparedness](#).

## Staff Profile - Nic Irwin

TPCH Protective Services Training and Compliance Officer Nic Irwin enjoys the fast-paced and dynamic nature of his role.

Nic leads the development and delivery of training programs for our protective services team, aiming to achieve a gold-standard level of capability.

Nic says he values the continuous learning that comes from working in a complex hospital environment with highly skilled and forward-thinking colleagues who challenge his perspective and help him to grow professionally.

Outside of work, Nic is passionate about travel and makes it a priority to explore new destinations each year. He enjoys spending time outdoors, particularly fishing and surfing, shaped by growing up on the Sunshine Coast and a long-standing connection to the beach.



### Finally,

Thank you to the TPCH BEMS team for repainting the TPCH front entrance sign. Be sure to look up next time you're coming through the main entrance.

It looks great and certainly helps to create a welcoming impression.

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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