

Executive Director The Prince Charles Hospital

Tami Photinos



Summary:

- Prof Hopkins joins Metro North Board
- Let's improve our hand hygiene
- TPCH ieMR project update
- CCRG starts global rollout
- A/Prof Michael Nissen recognised

Message feedback



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear Team,

TPCH is undergoing a Peer Assessment with around 20 assessors from facilities across Metro North looking over basically every aspect of the care we provide over two days.

The Peer Review assesses us against the eight National Safety and Quality Health Standards and is an opportunity to receive feedback on what we can improve on prior to a formal accreditation process.

The assessors have many positive comments about the work we do for patients. I look forward to receiving initial feedback this afternoon and the full report in due course, so we can make the most of their recommendations and feedback.

Thank you for making the assessors feel welcome and for taking the time to promote the great work we do at TPCH, Kallangur Satellite Health Centre (Kalangoor) and St Martin's Residential Aged Care Home in Taigum.

Earlier this week, I tried the 24/7 on-demand video and phone interpreting service (right) being trialled in the TPCH Adult Emergency Department.

This service has the potential to transform care by providing staff with a platform to communicate with non-English speaking patients starting at triage, which can reduce fear and uncertainty.

It supports patients to better understand, ask questions, and be actively involved in decision-making about their care.



Executive Update

Paula Ve will act in the Director of Operations – Surgery and Critical Care role, from Thursday 23 April to Friday 5 June, while Mel Dubbelde takes leave.

Professor Peter Hopkins joins Metro North Board

Congratulations to Professor Peter Hopkins, who has been appointed to the Metro North Board for a four-year term.

Professor Hopkins is one of Australia's preeminent lung transplant surgeons. During his career, he has participated in more than 600 life-saving lung transplant procedures.



There are three other new Metro North Board members - Abi Cheadle, Christopher Blue and Professor Michael Cleary PSM. They have also joined for four years (to late March 2030).

Board Deputy Chair Dr Meg Cairns and Chair Bernard Curran were reappointed, who join continuing members, The Honourable Jane Prentice and Dr Peter Aitken PSM.

More work required to ensure our hand hygiene results meet national standards

Consistent and reliable hand hygiene is at the core of TPCH's commitment to patient and staff safety. However, our most recent audit score was 77 per cent with many areas falling short of the national standard of 80 per cent.

Four areas (Children's Ward, 1D, Endoscopy and Rehabilitation Day Therapy Unit) showed significant improvement. Unfortunately, six new areas now do not meet the 80 per cent benchmark. Congratulations to the Respiratory Investigation Unit (RIU) and Adult Cystic Fibrosis Centre (ACFC), which both had a compliance rate above 90 per cent.

Hand hygiene continues to be a simple yet highly effective way to limit the spread of illness and infection, especially as we head towards winter. Let's all focus on the five key moments:

1. Before you touch the patient
2. Immediately before you perform a procedure
3. After you finish a procedure or come into contact with blood or bodily fluids
4. After you touch a patient
5. After you touch the patient's environment

**FLU FIGHTERS
THE PRINCE
CHARLES
HOSPITAL**

**STAFF
INFLUENZA
VACCINATION
CLINIC 2026**
16 APRIL - 19 MAY

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TPCH ieMR Project update

The countdown to the integrated electronic Medical Record (ieMR) at TPCH is officially underway, with a go-live date of **Tuesday, 18 May 2027**.

Yesterday, I hosted a vidcast alongside our Digital Metro North colleagues to launch The Prince Charles Hospital ieMR Project.

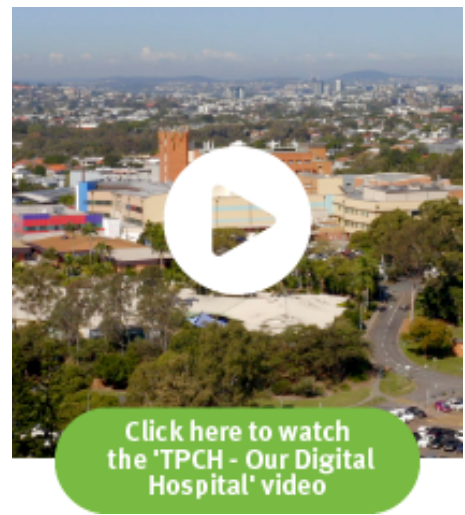
At this session, the team discussed the benefits the ieMR will bring to our hospital and outlined the project timeline.

While go-live might seem a long way off, there is a great deal to achieve between now and then, with activities such as device and infrastructure uplift, clinical engagement, staff training and more, all occurring over the coming months.

For more information, you can:

- Watch the [vidcast recording](#)
- Visit the [TPCH ieMR QHEPS site](#)
- Click above to watch the ['Our Digital Hospital' video](#).

The introduction of the ieMR digital patient record will be a transformational change for TPCH. I encourage you to get involved and stay up-to-date as we get ready for go-live in 396 days!



ANZAC DAY SERVICE

Join us in an ANZAC Service at 10.45am
Saturday, 25 April 2026.
when we remember Gallipoli and all wars.

Multi Faith Centre, Ground Floor, Main Building
Service starts at 10.45am and concludes 11.00am with Last Post.

CCRG starts global rollout of ICU of the Future model

Clinical Care Research Group (CCRG) Director Professor John Fraser AO, A/Professor Jacky Suen and Dr Oystein Tronstad have just returned from South Korea where they presented at the Hallym University, South Korea and Sacred Heart University Hospital International Symposium.



The team were joined by representatives from the Korea University Anam Hospital, Chonnam National University Hospital and Samsung Medical Centre, laying the foundations for many

future international collaborations.

Hallym University Sacred Heart Hospital has announced it will be adopting CCRG's ICU of the Future model into future hospital builds – the first step in the global roll out of the initiative developed right here at TPCH.

Caption (L to R): **Oystein Tronstad**, Clinical Research Lead and Project Manager, ICU of the Future; **Professor Hyoung Soo Kim**, Director, Hallym University Sacred Heart Hospital; **Professor John Fraser AO**, Director, Critical Care Research Group; **Professor Sunghoon Park**, Head of Department, Critical Care Medicine, Hallym University Sacred Heart Hospital; **A/Professor Jacky Suen**, Lead Scientist, Critical Care Research Group.

Nominate nurses who strive to be the best

As part of our celebrations for International Nurses Day on 12 May, nominations are now open for this year's TPCH Nursing Awards.

These awards recognise the substantial influence made by nurses at TPCH to the provision of safe, quality care.

There are four categories again this year, including Education and Research, Leadership and Management, and Clinical Practice.



Only a few days remain! Submit a [nomination online](#) by 5pm on Monday (20 April).

Awards to recognise our administration superstars

Administrative Professional Day on Friday 1 May will recognise the outstanding contributions of our administrative workforce, who play a vital role in supporting the delivery of high-quality healthcare across the hospital.

Everyone is invited to nominate an administrative professional who demonstrates excellence in their role and consistently goes above and beyond in supporting our teams and our consumers.

Submit nominations [here](#) before COB Monday 27 April.

Walking Together: International Day for the Elimination of Racial Discrimination event

Everyone is welcome at an event next week to observe the International Day for the Elimination of Racial Discrimination.

The event will be a safe space for staff to listen, learn, reflect and talk about racism, anti-racism and the shared responsibility of building a physically and psychologically safe workplace and health service.

When: Thursday 23 April

Where: TPCH Education Centre Doctor Mark O'Brien Auditorium

When: 9am to 3pm.

More information: email the Aboriginal and Torres Strait Islander Leadership Team via [email](#).

Finally,

The Prince Charles Hospital Foundation (TPCHF) team and colleagues from the hospital recently came together to unveil a plaque on The Common Good donor wall, recognising the generous support of TPCH Director of Research, Acting Professor Michael Nissen.

The plaque recognises Michael's longstanding support of research at the hospital and his decision to personally contribute to its advancement.

"To have Michael make a personal decision to support our research programs and align with our values is very special to the Foundation," TPCHF CEO Steve Francia said.



A/Prof Nissen said research was vital and there was always more work to be done for patients and the community.

"I believe deeply in the research that we are doing here at TPCH and I believe in the Foundation's ability to help make that work possible," A/Prof Nissen said.

Thank you to Michael for his generosity. I'm glad we have been able to provide lasting recognition of his contribution and his commitment to research at TPCH.

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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