

Executive Message

Metro North Health



Summary:

- Winter planning
- RBWH visit
- Research update
- Administrative Professionals Day
- Safe use of AI at work
- Privacy Awareness Week sessions

[Message feedback](#)

Chief Executive Nick Steele



Audience: All staff



Read time: 4 min



For: Information

Hi Everyone,

Every year as we approach winter, we see an increase across Metro North Health in both demand for care and staff respiratory illness. Careful and robust business continuity planning across our services is critical to managing through this period.

Metro North has a winter plan in place to help effectively and proactively manage the increased demands we expect through the winter months and beyond. Key focus areas include firming up our Acute Respiratory Illness Plan, maintaining staff wellness, enhancing surveillance for increases in respiratory illness, and increasing bed capacity and bed alternative models. Another priority of this plan is how we continue to manage the impact of our long stay patient cohort. A long stay taskforce has just been established to closely monitor and develop plans for patients in hospital awaiting alternative non-acute care. Other strategies include expanding our HITH models for particular patient cohorts.



Keeping our workforce healthy is a key factor in how well we can deliver care to our patients and community. I encourage staff to access the staff flu vaccination program, get fit tested when required, and keep up good hand hygiene practices. All these steps will

help protect you, your loved ones and the broader community as we work through the busy winter period ahead.

RBWH visit

This week the refreshed Metro North Board held its first meeting at RBWH. Ahead of this, I had the opportunity to join Board members on a tour of RBWH to learn more about the fantastic work of our staff in providing high quality care to our patients. We visited the Coronary Care Unit and Cardiac Catheterisation Lab accompanied by the Executive Director of Internal Medicine Professor Kesh Baboolal and Operations Director Jasmin McCurdy (pictured). During the visit, we spoke with Nurse Unit Managers to better understand the services they provide and challenges they face in their day-to-day work. This was another excellent opportunity to connect with front line staff and learn about what happens on the ground in our busy facilities.

Whilst at RBWH I also made an impromptu visit to touch base with the Medical Records team as they get ready for ieMR go-live in October. A big thank you to the team who showed me the ropes on how to scan patient documents, which is a key part of the digital preparation required for ieMR system rollout. This was an excellent way to get immersed in the important work our staff do behind the scenes across the health service.



RBWH Board visit

*RBWH Coordinator Medical Records
Manu Faleono*

Research update

Earlier this week, I attended my first Health Translation Queensland Board meeting for the year. It was a highly productive session, focusing on how we can continue to build translational research to improve patient outcomes across the state and beyond.

This emphasis is very relevant to Metro North, especially as we plan ahead to create greater uplift and leadership across all aspects of our health service. Research and innovation is one of the five key pillars of Metro North's Strategic Plan, looking at how we can continue world class research through transformative technology, strong research partnerships that improve impact and care, and attracting and retaining high quality clinician researchers.

This is why our annual Metro North Research Excellence Awards are such an important event. These awards acknowledge the breadth and depth of research excellence in our health service and provide an opportunity to showcase our best and brightest, as well as recognise emerging and early career researchers.

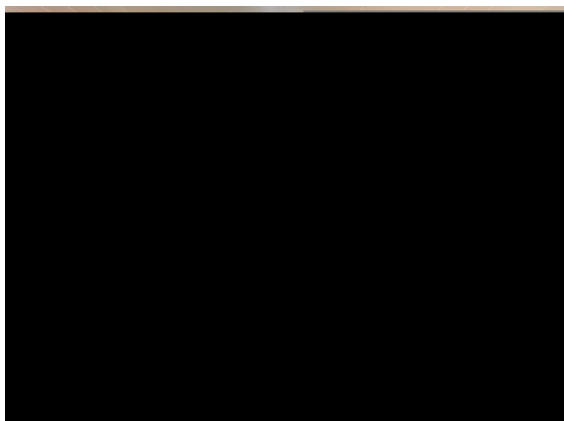
Nominations for these awards have been extended until next **Tuesday 5 May, 5pm**.

For more information including how to nominate, visit the [Metro North Research Excellence Awards website](#).

Administrative Professionals Day

Today is Administrative Professionals Day when we acknowledge the important contributions of our administrative staff and teams across the health service.

This week, many of our facilities and directorates have hosted, and today are still hosting a variety of events and activities to recognise the great work of our admin staff. These staff support Metro North in many ways to deliver high quality care outcomes and experiences to our patients, visitors and community. Thank you to all our administrative staff across Metro North for your fantastic work.



RBWH Admin Day

STARS Admin Day

Kallangur Admin Day

CKW Admin Day

COH Admin Day

Executive recruitment update

Recruitment for the Chief Finance Corporate Officer (CFCO) is ongoing. Hari Iyer will continue to act in the CFCO role in the interim.

Take care.
Nick



Audience: All staff



Read time: 2 min



For: Information

Across Australia, Privacy Awareness Week (PAW) runs next week from 4–10 May 2026. This year's theme, *Smart tech, smarter choices: Protecting your privacy in the age of AI*, couldn't be more relevant to the work we're doing every day.

We're seeing growing interest in artificial intelligence (AI) across Metro North Health, with many teams keen to use it to improve efficiency and support their work. To support this, Queensland Health has QChat and Microsoft Copilot available for staff. These tools can be really useful as long as they are used appropriately in a secure, managed way that aligns with our policies.

When using AI, it's important to remember that you are responsible for the information you enter, share, or upload, as well as any AI content generated that you choose to use or distribute as part of your work.

To assist with understanding which tools to use when, I encourage you to take a look at the [Use of QChat and Microsoft Copilot Factsheet](#). The factsheet includes practical examples of appropriate use of these tools, along with links to further resources.

Metro North Health staff are also invited to join interstate online events next week, hosted by the Office of the Victorian Information Commissioner, that offer practical tips and insights into using AI safely:

- **Privacy Awareness Week Launch - Tuesday 5 May | 10:00am – 11:00am**
[Register here.](#)

Dr Jake Goldenfein from the Australian Research Council Centre of Excellence for Automated Decision-making and Society speaks about a recent research study into the procurement and deployment of AI technologies in the Victorian public sector.

- **Lightning Talk: What to know before you rely on AI - Tuesday 5 May | 2pm - 2.15pm**
[Register here.](#)

Step through the known risks and challenges when using Generative AI tools learn some key tips to keep in mind when using them.

- **Lightning Talk: Understanding function creep - Wednesday 6 May | 2pm - 2.15pm**
[Register here.](#)

Learn about function creep, how it interacts with the Information Privacy Principles (IPPs) and what steps can be taken to lower the risk of non-compliance with the IPPs.

- **Privacy Commissioners Panel | Thursday 7 May | 11am - 12pm**
[Register here.](#)

Explore this year's PAW theme of Smart Tech, Smarter Choices: Protecting your privacy in the age of AI.

I encourage you to join a session if you can and take the opportunity to build your confidence in using AI responsibly.

If you'd like to learn more about privacy, please visit the [Metro North Privacy and Confidentiality QHEPs page](#) or reach out to your local [Privacy and Confidentiality Contact Officer](#) or Director Health Information Policy Access and Coordination for further assistance in relation to privacy and confidentiality.

Thank you for your continued commitment to protecting the information entrusted to us.

Metro North Health



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