

Executive Director STARS

Dale Dally-Watkins



Summary:

- World Hand Hygiene Day
- Staff flu vaccination campaign
- Metro North Nursing and Midwifery Awards
- SET Forum
- Interprofessional education 'Below 10,000'
- 'Hello my name is' initiative
- STARS in the socials

Message feedback



Audience: All staff



Read time: 4 min



For: Information

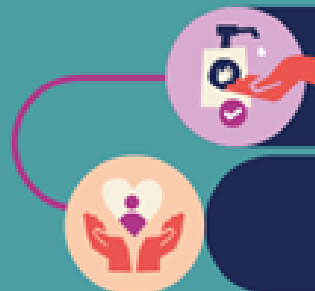
Dear Colleagues,

As we continue to see high volumes of patients across STARS, I would like to thank everyone for the commitment you have shown to our community. For those of you who did have the long weekend off, I hope you had a chance to get some rest and relaxation. Labour Day was the last long weekend until October, so do think about when you could take some annual leave in the near future. It is important for staff to have time away to recharge.

Action saves lives

WORLD HAND HYGIENE DAY

5 MAY 2026



ACIPC

World Hand Hygiene Day

On Tuesday, we celebrated World Hand Hygiene Day, with this year's theme being 'Action saves lives'. The World Health Organization (WHO) calls on those providing and supporting healthcare to refresh their action on hand hygiene and infection prevention and control to ensure patient and health worker safety.

Here are some fun facts around hand hygiene:

- 150 different types of bacteria live on the average person's hand
- 1 in 5 Australian's don't wash their hands after going to the toilet

- 47% of Australians don't wash their hands before eating
- 20% of respiratory infections can be prevented by good hand hygiene
- 50% of infections can be prevented through good hand hygiene.

For more information [click here](#).

Staff flu vaccination campaign

Next week will be your last opportunity to get a free flu vaccination at our STARS clinic. To date, our vaccination team have provided 1,152 vaccinations at STARS, the Oral Health Centre and Green Square.

If you are still to get your vaccination, please make time next week.

Metro North Nursing and Midwifery Awards

I'm very pleased to share that one of our STARS nurses was recognised at the recent Metro North Nursing and Midwifery Awards. Rachel MacDonald from Ward 4B was awarded the Enrolled Nurse/ Enrolled Nurse (Advanced Skills) of the Year. Congratulations Rachel.



STARS International Nurses Day celebration will take place next Tuesday at 12.00-1.30pm on Level 3 (please note change in time). Come along for the presentation of our STARS nursing

awards and cake cutting.

The trivia competition also returns on Thursday 14 May in Room 101 from 1.30-2.30pm.

SET Staff Forum

Yesterday, Chief Executive Nick Steele and the Senior Executive Team held a SET Staff Forum for RBWH and STARS staff at the RBWH Education Centre and on Teams. The SET outlined different initiatives they are currently involved in, including reducing bureaucracy, Olympic planning, ieMR implementation, sustainability planning, occupational violence protection, long-stay patients and Future Metro North.

Nick reiterated that the 'One Metro North' vision is about improving efficiencies and equitable access for patients, while still retaining the ethos and uniqueness of individual facilities.

Thank you for those who attended the session or dialled in on Teams.

Interprofessional education 'Below 10,000'

An interprofessional education session was delivered recently to scrub scout staff to increase awareness of operating theatre noise and its impact on communication, patient experience, and task efficiency. The session was facilitated by nurse educators Melissa Ramsay and Kristy Darbyshire, in collaboration with IPCP Coordinator Geerthika Galister. The session combined Dr Isai Lingham's presentation on ambient theatre noise, recommended noise standards, and the 'Below 10,000' concept with an experiential workshop simulating a patient's perspective of a noisy theatre.

Through scenarios involving impaired vision and competing distractions, staff gained first-hand insight into the impact noise can have. Participants who experienced the patient role described feelings such as anxiety, confusion, stress, and being overwhelmed. Post-session evaluation demonstrated a significant shift in awareness, with most staff recognising that excessive noise has a moderate to very significant impact on patient experience and reducing task efficiency.



'Hello my name is' initiative

STARS Patient Experience is promoting #hellomynameis during May following patient comments that our staff don't always remember to introduce themselves.

hello my name is...

Some of you may remember this campaign, established in 2013 by UK physician Dr Kate Granger, who was diagnosed with terminal cancer. Kate realised as a patient that health staff often forgot to introduce themselves. Kate died in 2016 but #hellomynameis remains her legacy.

This month we are reminding staff to:

- Introduce themselves with their name and role title
- Wear their name badge or an alternative

- [Watch the video](#) of our consumer comments on the importance of health staff introducing themselves.



Giving Day coming up

Excitement is building across RBWH and the Herston campus as we countdown to the RBWH Foundation's annual Giving Day, on Wednesday 10 June. Giving Day is the Foundation's major fundraiser, with funds distributed via two annual grant rounds across RBWH and STARS for research and patient initiatives.

There are a few ways that staff can get involved in Giving Day.

- Phone Room volunteers - to call RBWH Foundation donors and thank them for their continued support.
- Fundraise with purpose. From bake sale to team step challenges or creative ideas. Contact: fundraise@rbwhfoundation.com.au
- Being part of the audience - Staff can be part of the audience in the live Sunrise Giving Day broadcast from 5.30am at the Royal.

STARS in the socials

This past week we have seen the work of our medical typists featured, with STARS Typing Team Leader Rebecca explaining the need for accuracy and speed. It is great to see some of the lesser-known teams and roles at STARS being highlighted. You can see the [Facebook post here](#).



Well done to you and your team for the amazing performance and accuracy. Nice to see some of the people behind the scenes of the hospital that don't always get the recognition they deserve.

As a patient of STARS, I can say that I'm grateful to all of the staff for the excellence in performing their work.

What a highly efficient service Rebecca, great work to you and your team.

More of the quiet hard working admin teams in the background continuing to support our clinicians and our patients.

Thank you

What a value support for the flow of patient information to their GP. With efficiency and accuracy.

We are so lucky to have people like you and your team in our health service!

April Staff Shout Outs

Congratulations to all the staff and teams who received a Shout Out last month: Natalie Cuming, Alishia Biehler, Tracy Konstantinos, Campbell Oram, Henry Nona, Kay Tai Choy, Ally Hampson, Lisa Scorgie Smith, Asmira Supuk, Paige Burkhart, Staff Immunisation Team and STARS Safety and Quality Team (especially Vikki Goldup and Glen Sanderson).

The Metro North Staff Shout Outs have been a huge success since their launch. They are closing in on 5,000 Shout Outs - will yours be the lucky 5,000? If you would like to nominate someone in the month of May, you can do so [here](#).

Patient compliment

This week's compliment comes from one of our surgical patients who had high praise for all aspects of their care. Compliments like these are a real demonstration of the wonderful work we are all doing here at STARS to improve the lives of Queenslanders.

"I have received the utmost positive and attention to care by STARS. Every staff member top quality and professional, from surgeons to nurses, catering and liaisons. Food was delicious, rooms clean and inviting. Honestly can say best hospital I have ever been in. Thank you for being incredible".

Lastly, warmest wishes to everyone celebrating Mother's Day this weekend.

Kind Regards

Dale Dally-Watkins

Executive Director

STARS



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**

If you have received this email and do not work for Metro North please follow this link to be removed from the mailing list.

[Email us](#)