

# Executive Director Redcliffe Hospital

Cang Dang



## Summary:

- The Acute Bed Capacity Plan - making every minute matter
- Pats and Chats
- Consumer co-design at work
- Star of the Month

[Message feedback](#)



**Audience:** All staff



**Read time:** 3 min



**For:** Information

Dear colleagues,

Every minute matters when it comes to patient flow - which is why we have a robust plan for how we continue to deliver care when the hospital is at peak capacity. It's called the Acute Bed Capacity Plan, and we talked about it at our Staff Forum this week with Darren Apps, Nursing Director for Access and Redesign.

Darren talked about how we monitor bed and clinical capacity in a dynamic and predictive way, allowing us to take early decisions that help manage demand, and return the hospital to business as usual as quickly and safely as possible.

We also talked about what Tier 3 means, and what we need clinical and non-clinical staff to do differently when one is called, including:

- Focusing on patient care by cancelling or postponing non-essential meetings, education, and training.
- Prioritising discharges and identifying appropriate patients for the transit lounge, HITH, and the Virtual Ward.
- Acting early to identify and refer any discharge delays to Patient Flow Services.

When it comes to cancelling or postponing meetings, we trust NUMs and line managers to make the call about what is essential, and what can be postponed.

If you're in any doubt about what you need to do during a Tier 3, please talk to your line manager.

## Pats and Chats success

Tuesday's Pats and Chats was a huge success with hundreds of staff and volunteers taking the opportunity to cuddle some puppies, enjoy free cupcakes, and connect with colleagues.

The event was inspired by Crazy Socks 4 Docs, a charity which encourages staff wellbeing and mental health support for doctors and clinicians.

Chief Executive Nick Steele and members of the Metro North Board also shared in the fun, which was arranged by the Staff Wellness Group and REDDY Fun and Fitness.



## Co-design with consumers for medical imaging

We take our commitment to consumers and co-design seriously, especially when it comes to new services like the medical imaging department at Brighton.

As I mentioned a few weeks back, Redcliffe Hospital's Medical Imaging Department is playing a leading role in developing the new service at Brighton.



This week, our team welcomed a group of 13 consumers (pictured) to our medical imaging facilities. The insights gathered from these consumers will directly inform the design and delivery of the new medical imaging service at Brighton, together with responses from the recent community survey.

Key themes from consumers so far have highlighted the importance of kindness, clear communication, and easy navigation. Feedback has also emphasised the need for comfortable and calming environments that help reduce anxiety throughout the patient journey.



## Star of the Month

Congratulations to **Facility Services**, the winner of our latest Star of the Month.

Facility Services were recognised as the 'backbone of our hospital', helping with everything from maintenance to requests for cleaning and phones, the team is always helpful.

Congratulations to the other three finalists as well, including;

- **Amarney Gould**, for going gone above and beyond to support Allied Health to align with safety and quality standards.

- **Rehabilitation and Stroke Unit physiotherapy**, for their positive and resilient approach to change, helping us make the most of every minute and every metre.
- **DAFU**, for their positive behaviours every shift, in a challenging clinical environment.

Nominations are [now open](#) for the June Star of the Month Award. Nominations should align directly with our I am Redcliffe [Agreed Behaviours](#).

Lastly this week, a reminder about opportunities to play your part in bringing innovation and new ideas to life with the HELIX Innovation and Implementation Program.



[Expressions of Interest](#) are now open, with the next assessment round commencing 21 July. Submissions should be in before 20 July. You do not need a fully formed solution. Start with the problem, and HELIX will support you to move it forward.

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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