

Executive Director The Prince Charles Hospital

Tami Photinos



Summary:

- Tpch Foundation gala success
- 'All In' for Reconciliation Action Week
- 'Never Events' update
- Malnutrition audit
- Caller Line Identification now live

[Message feedback](#)



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear Team,

On Saturday evening, more than 600 people came together for the Jacaranda Gala to celebrate 40 years of The Prince Charles Hospital Foundation.

More than \$230,000 was raised to support remarkable research, exceptional equipment and compassionate patient care initiatives at The Prince Charles and Caboolture hospitals.



What a wonderful result for our community. A huge thank you to the incredible sponsors, partners, volunteers and guests for helping make this once-in-40-year celebration so special.



All In for National Reconciliation Week

The theme for National Reconciliation Week (27 May - 3 June) is 'All In'. It is a call for all of us to commit to reconciliation every single day.

The TPCCH Aboriginal and Torres Strait Islander Health Service has a week of activities planned. More details are available [here](#).

On 3 June, we will also acknowledge and celebrate Mabo Day. This will include the Metro North Aboriginal and Torres Strait Islander Health Leadership Team hosting a Mabo Day celebration at Brighton Health Campus, which will recognise the enduring importance of culture, history and truth in shaping a more inclusive future.



'Never Events' reduced to 21 hours

The TPCCH Patient Access and Flow Committee has changed the maximum Length of Stay (LOS) in the Emergency Department (ED) to 21 hours. Previously, this was 24 hours.

To support this initiative, a new Access Nurse role has been introduced. This role supports and improves access to inpatient beds and reduces workload pressures for clinical teams.



Executive Update

Dr Faye Jordan (left) has been appointed to the TPCCH Children's Emergency Department Medical Director role.

Dr Jordan brings extensive experience and knowledge to the role, along with a strong commitment to team culture and patient care.

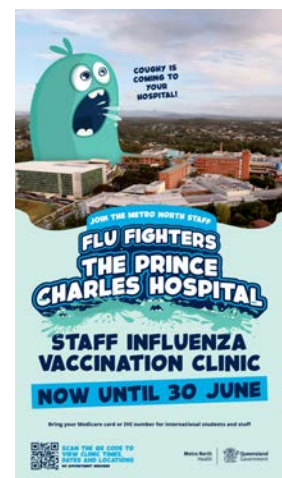
Thank you to Dr David Wood for your great work in the director role and best wishes for your future endeavours.

Still need to have your free staff flu vaccination?

Our Infection Control team has now provided a free flu vaccination to 2590 TPCCH staff - which is 54 per cent of the TPCCH workforce. A great effort!

Still need to have your free staff flu vaccination? The TPCCH staff clinic will continue to provide free flu vaccinations for staff until 30 June. It is open 7am to 4pm weekdays on Level 3 of the Clinical Sciences Building. Simply drop-in - no appointment required.

For more details, visit the Metro North [Staff Extranet](#).



Hospital-wide inpatient malnutrition audit

The TPCCH Nutrition and Dietetics team successfully coordinated a hospital-wide inpatient malnutrition audit this week, reviewing malnutrition risk identification, referral practices and the appropriateness of nutrition care for patients who are malnourished or at risk.

The data collected will be used to drive improvements in nutrition care across the hospital, support targeted quality initiatives, and contribute to benchmarking key nutrition outcomes across Queensland.

Well done to the TPCH Nutrition and Dietetics team (below) for leading this great initiative.



Callier Line Identification (CLI) now live across TPCH

Caller Line Identification (CLI) is now active across the hospital. Most outbound calls from hospital extensions will now display 3139 4660.

When a patient returns a call to this number, they will hear an automated message advising that someone from TPCH attempted to contact them and requesting they reach out to their treating team. This is a temporary solution while we work toward area-specific call routing.

This change is intended to make it easier for patients to recognise when the hospital is trying to contact them.

To ensure this system works effectively, it is essential that we leave clear, concise voicemail messages whenever a patient does not answer. What to include in every patient message:

- Your identification — your name and the hospital/service you are calling from
- Purpose of the call — a simple, plain-language explanation
- Next steps for the patient — eg. call back, attend an appointment, or wait for further contact
- Timeframes or urgency — only if relevant.

Leaving a message helps patients to confirm the call is legitimate and understand how to follow up. This reduces missed appointments, improves patient flow, and supports safer, more efficient care.

Thank you for your cooperation and for supporting a smooth transition to the new CLI system.

Showcasing our research excellence

Judging is underway for this year's Metro North Research Excellence Awards.

There are nine nominations that include a contribution from The Prince Charles Hospital with finalists to be announced in mid-June.

Earlier that day, the annual Metro North Health Research Summit will be an excellent opportunity to hear from, network and engage, with some of the leading experts in health and medical research.

ABC TV and radio star Adam Spencer has been announced as the first keynote speaker.



The Summit and excellence awards presentation will be held on Thursday 30 July at the Brisbane Convention and Exhibition Centre. Find more details [here](#).

Farewell and good luck, Sally

Farewell and good luck to Manager Food Services Sally Barrimore, who finishes up with TPCH today. Sally started work at TPCH as a new graduate and progressed to department manager. Her next step is a statewide Food Services position based at RBWH.



The TPCH Food Services Manager role is available on [Smart Jobs](#). Applications close late Sunday night.

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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