

Executive Director The Prince Charles Hospital

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Summary:

- ICU receives international recognition
- AusAlert test on Monday
- Kallangur triage desk improvements
- National stroke targets workshop
- Farewell to the 'Face of Pharmacy'
- Clinical Trials Centre video

[Message feedback](#)



Audience: All staff



Read time: 4 min



For: Information

Dear Team,

TPCH intensive care has been awarded the prestigious centre of excellence award, gold level, from the international Extracorporeal Life Support Organization (ELSO).

The ELSO award of excellence recognises Extracorporeal Life Support (ECLS) programs around the world that distinguish themselves by having processes and systems in place that promote excellence in Extracorporeal Membrane Oxygenation (ECMO) therapy.

TPCH ICU is only one of three hospitals in Australia and New Zealand to receive the award of excellence status, which will be valid for three years.

ELSO vigorously assesses ECMO hospitals across the world on seven key criteria. Our gold status award recognises an ongoing commitment to evidence-based practice, knowledge management, quality measures, staff training and strong focus on compassionate patient care.

A team from the TPCH ICU will accept the award in Nashville USA in September. We'll also host a celebration at TPCH soon after to recognise this great work of the whole ICU team.

AusAlert mobile phone test on Monday

AusAlert is a new national emergency warning system that sends alerts to mobile phones in at-risk areas in Australia.

AusAlert will send a nationwide test alert to compatible mobile devices (including phones, tablets and smart watches) at 2pm on Monday 27 July.



You don't need to do anything for the test. Compatible devices (such as mobile phones, tablets and smart watches) will vibrate, play a siren-like sound for about 10 seconds and display a test message. It will make this noise even if you've set your device to 'silent' or 'do not disturb' mode.

For more information visit the [AusAlert National Test website](#).

Triage area improvement

To better support growing demand at Kallangur Satellite Health Centre (Kalangoor), the Minor Injury and Illness triage area has been redesigned with a focus on patient privacy, flow and experience.



The new layout separates administration and clinical triage functions, enabling patient registration and assessment to occur simultaneously. This streamlined approach reduces bottlenecks, improves privacy during clinical conversations and supports more timely care.

National stroke targets workshop

TPCH clinicians and leaders recently came together for a StrokeLink 30/60/90 National Stroke Targets workshop.

It was great to have strong attendance and interaction throughout the session from the Emergency Department, Medical Imaging, Stroke service, Stroke Foundation, Rehabilitation and Acute Stroke MDT, as well as the Statewide Stroke Network, to progress improvements towards the 30/60/90 targets at TPCH.

The workshop discussions were insightful with some clear action plans developed. We will further develop these over coming weeks with the goal of national certification of our stroke service for four years from December 2026.



More highlights from the past 12 months

Last week's Chief Executive message shared some key achievements across Metro North from last financial year, including the opening of TPCH's new Clinical Trials Centre.

Here are some other highlights from TPCH:

- **CARE team:** The Coordinated After Hours Response and Escalation (CARE) team has reduced after hours MET calls at TPCH in a significant and sustained way compared with the prior two years.
- **St Martin's interim care opening:** this innovative public-private partnership provides interim care for up to 20 non-acute patients at St Martin's Residential Aged Care at Taigum.
- **Transplant Review:** TPCH made significant progress implementing recommendations to strengthen transplant services, with 41 of the 43 TPCH benchmarking report recommendations implemented.

Celebrating 40 years of service - Dr Vincent Deen

After four decades of dedicated service to Queensland Health and The Prince Charles Hospital, the Cardiology Department is bidding a fond farewell to Dr Vincent Deen as he retires from an outstanding career in cardiology and cardiac electrophysiology.

Vince has provided exceptional care to thousands of patients while helping shape the evolution of modern cardiac electrophysiology in Queensland and across Australia. His career has been characterised by innovation, technical excellence, humility, and an unwavering commitment to improving the lives of his patients.

[Read more here.](#)



Leilani leaves a legacy of leadership, excellence and advocacy

Leilani Orola is also retiring from The Prince Charles Hospital, leaving behind a legacy of leadership, advocacy and commitment to excellence in cardiac services.

Beyond her impressive professional achievements, Leilani has been a passionate advocate for her profession and for those she serves. She has generously supported universities through student placements and Indigenous cadetships, helping to develop the next generation of cardiac scientists and health professionals.

[Read more here.](#)

Farewell to the TPCH 'Face of Pharmacy'

Yesterday, we said farewell to Irene Russell, Pharmacy Administration Officer and the front-counter 'Face of Pharmacy'.

During Irene's 15 years of service at TPCH, she has been a consistently friendly presence for patients being discharged from hospital and attending outpatient appointments.

Irene has comforted many patients in the context of difficult news and ensured everyone received the correct medicines in a timely manner.

During retirement, Irene intends to spend as much time as possible with her grandchildren.



New promotional video for Clinical Trials Centre (CTC)

A new webpage and promotional video showcases the growing impact of the CTC at TPCH.

The centre currently supports 35 active clinical trials, providing patients with access to novel therapies and devices across heart failure, acute coronary syndromes, cardiac electrophysiology, structural heart disease, interstitial lung disease, idiopathic pulmonary fibrosis and pulmonary arterial hypertension.

The growing profile of the centre is also reflected in invitations to contribute to national clinical trials discussions, including presentation at the upcoming Australia New Zealand Site Solutions Summit.

You can view the webpage and promotional video [here](#).



Community referral improvements

The process for TPCH patient referrals to Community and Oral Health services is being streamlined.

One Front Door will ensure that referrals are managed and not sent back to the referrer.

There will be no change to the way you refer patients via the primary referral pathway [Refer](#).

However, a newly established navigation team will now support complex or redirected referrals to the appropriate service.

For further information visit the [Central Referral Unit](#) QHEPs page. If you need to speak to the navigator team about your referral. call 0461 448 753.

My Health Record updates

From 1 July, the Australian Digital Health Agency implemented the next phase of the Share by Default reforms under the *Better and Faster Access* to health information initiative.

These reforms require pathology and diagnostic imaging reports to be uploaded to My Health Record by default, unless a legislative exception applies.



On 21 July 2026, Queensland Health will implement technical changes to further align with the Share by Default reforms. These changes will remove a small number of My Health Record business rules that currently prevent certain reports from being uploaded to My Health Record.

For more details, contact the [Australian Digital Health Agency](#) or [My Health Record Team](#).

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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