

Metro North Health

Message from the **Board Chair**

Bernard Curran



Summary:

- Health Service Planning
- COH Connect Week
- Board meeting RBWH
- Advancing health equity together.

Message feedback



Audience: All staff



Read time: 5+ min



For: Information

Dear colleagues,

The Board are aware of the significant pressure on our hospital services at present, and acknowledge the impact this has on you - our staff, and our patients seeking care.

Capacity alerts and access blocks are 'whole of hospital' challenges. I would like to express my special thanks to staff in Emergency Departments who are dealing with the front end of the problem, but equally to all staff across every ward within each of our facilities, who are doing their best to maintain patient flow while still delivering exemplary standards of care.

Our Executive Team and leaders continue to work across Metro North to improve patient flow and actively manage our long-stay patients on a daily basis. Timely discharge of patients is encouraged and optimising use of our transit lounges is essential. Every initiative helps!

We appreciate your efforts and professionalism during this period.

Health Service Planning

The Board continues to work with our leadership team on long-term planning for the health service.

Our Health Service Planning predicates the population of Metro North will continue to grow over the next 15 years. This growth sharpens our focus on planning for the future, but at the same time continuing to work on delivering services that meet the health care needs of our patients and community today.

Over the next 15 years, Metro North will need to increase opportunities to deliver care closer to or at home away from the traditional hospital environment, through connected hospitals, community services, virtual care and new home-based models. Our hospitals will operate as one integrated network, with research and innovation and digital technologies embedded in everyday practices to improve patient outcomes. Our current and future workforce planning will continue to address the growth expected and to meet the changing models of care.

Thank you for those who have contributed to **Future Metro North – Reimagining Healthcare 2027 to 2042**. Further consultation will continue and we welcome all thoughts and ideas.

Visiting our Oral Health teams

Earlier this month, I had the opportunity to visit several Community and Oral Health dental services, including Albany Creek and Bracken Ridge State Schools and the Sandgate Dental Clinic. As part of Community and Oral Health (COH) Connect Week, I met with members of our oral health teams and saw firsthand, the important role they play in delivering accessible and high-quality dental care to our communities.



I was particularly impressed by the dedication of staff towards improving oral health outcomes for children, families and community members of Metro North, and the significant difference they make through prevention, education and early intervention.

More broadly, I would like to thank everyone in our Community and Oral Health services for their ongoing commitment to delivering excellent care and improving the health and wellbeing of our community.

Board meeting RBWH

Earlier this week, I had the opportunity to meet with our Food Services team to learn more about the important work they are doing to support patient care at RBWH.

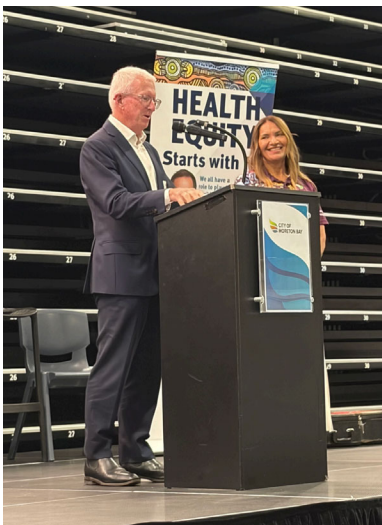
Alongside Board Member Abi Cheadle, I toured their facilities, including their newly installed dishwashing infrastructure. It was great to observe the scale of the service's operation, which delivers more than 1.4 million meals each year.



Food Services is about much more than preparing and delivering meals; it plays a vital role in supporting the health outcomes of our patients. I was impressed by the team's unwavering commitment to improving the nutritional health and experience of our patients, supported by a strong focus on continuous improvement, innovation and service redesign.

I would like to thank everyone in the Food Services team for their dedication and the significant contribution they make to the care we provide across Metro North everyday.

At the August Board meeting, we also approved Metro North's Annual Financial Statements. The report reflects another year of extraordinary activity across our health service and highlights the dedication of our staff in delivering high-quality care to a growing community. On behalf of the Board, thank you for your commitment to caring for our patients and communities.



Advancing health equity together

Yesterday, I attended the Metro North and Children's Health Queensland Health Equity Engagement Forum. The forum brought together community members, Traditional Owners, Elders, health partners and healthcare leaders to discuss practical ways to improve the health and wellbeing of Aboriginal and Torres Strait Islander children and families.

Achieving health equity is a key priority for the Board and a cornerstone of Metro North's Strategic Plan. The forum was an important reminder that achieving health equity is not the responsibility of one team alone. It is something we all contribute to through the care we provide, the partnerships we build, and our willingness to listen and learn.

I was encouraged by the shared commitment to improving outcomes for Aboriginal and Torres Strait Islander children and families, and I thank everyone who contributed their knowledge, insights and lived experience to the discussion.

Regards,
Bernard

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
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