

Executive Message

Metro North Health



Summary:

- Facility visits
- New Hospital Welcome Kit
- Vidcast - Wear it Purple Day
- SET Forum
- Discharge to recover and assess (D2RA).

Message feedback

Acting Chief Executive Naomi Hebson



Audience: All staff



Read time: 4 min



For: Information

Hi team

Thank you to everyone for continuing to welcome me as I come to end of my second week with Metro North.

This week I've spent a lot of time getting out and about meeting staff and learning more about our facilities and services. This has been a valuable opportunity to better understand the diversity of services offered by Metro North, and the great work staff do in supporting the complex care needs of our patients and community each day. I've been particularly impressed by the level of innovation across services, highlighted through various initiatives and models focused on supporting more responsive patient care.



This week I was fortunate enough to visit ETC at the Royal Brisbane and Women's Hospital, Mental Health Services at TPCH, STARS and made my way out to Redcliffe Hospital. I was sans a photographer during these visits so instead of sharing pictures I will share a few examples of innovation driving improvements to patient care that I was lucky enough to see.

During my visit to STARS I learnt about the Patient Initiated Follow Up (PIFU) pilot – a patient-centred care approach which empowers patients to request a follow up outpatient specialist appointment when required. Fewer unnecessary routine appointments mean more patients can see a specialist, and a reduction of current wait times. A great pilot that is already showing some promising improvements to service access.

Similarly, my visit to Redcliffe Hospital highlighted some recent developments which are improving patient access to care. I was impressed by the breadth of services provided from within the Patient Transit Lounge. It was impressive to hear the strong service integration and partnership between inpatient services and the transit lounge which has resulted in realigning the services operational hours to improve hospital flow and support patients. I also had the opportunity to view the hospital's newest inpatient area, the Marigurim Medical Unit, which has been made possible through Redcliffe's strategic focus on making every minute and metre matter to improve access to care. These initiatives are excellent examples of how Metro North is working to ensure patients receive the right care in the right place, at the right time.

New Hospital Welcome Kit

Metro North is committed to providing a safe, respectful and inclusive environment for everyone. As the largest and one of the most culturally diverse health services in Queensland, we acknowledge that providing a health care experience that meets the unique cultural and spiritual needs of our patients is paramount. In 2024-25, Metro North recorded that 17.6% of all patients cared identified as Culturally and Linguistically Diverse speaking language/s other than English.

This is why I am pleased to launch Metro North's new Hospital Welcome Kit which is designed to help patients navigate our health service with confidence and feel safe and supported. The Kits, which are in eight different languages, contain information about our services, how to access support, what to expect during a hospital stay, and patient rights and responsibilities.

You can access the Hospital Welcome Kits [here](#) and I also invite you to watch a short [video](#) about welcoming all patients to Metro North.

Vidcast - Wear it Purple Day

Staff are invited to join Chief People and Culture Officer Lorna Morton and Pride in Metro North's Michael Wilson and Ace Ferrie on Monday 24 August at 12.30pm for a Vidcast to chat about Wear it Purple Day.

[Register & join](#)

SET Forum

The next SET Forum will be on Thursday 3 September, 11.30am – 12.30pm at Caboolture

Hospital. This is an opportunity to hear updates from Chief Executive Nick Steele and Metro North Senior Executive Team members, ask questions and provide feedback.

Staff can [submit their question here](#) prior to the forum.

Join on teams



Kind regards,
Naomi

Chief Allied Health Practitioner

Michelle Stute



Audience: All staff



Read time: 2 min



For: Information

Dear colleagues,

Discharge to recover and assess (D2RA) is a person-centred model that supports safe discharge home as soon as a patient is clinically ready, with recovery and longer-term care needs assessed in the community. A core component of D2RA is the "Home First" approach. This approach prioritises discharging patients to their own home – wherever safe and appropriate – as the default pathway.

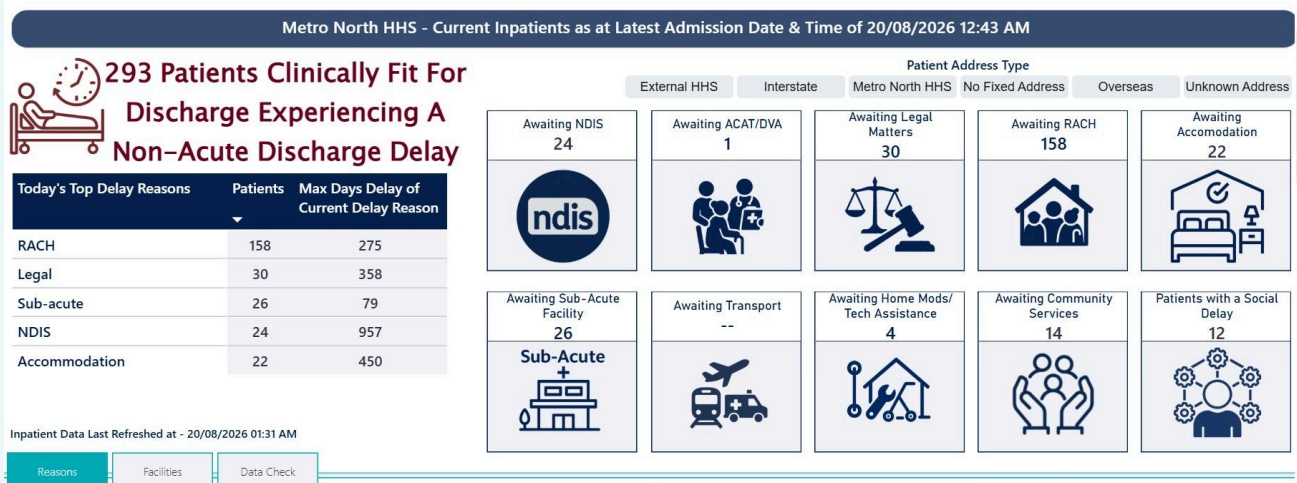
Across Metro North there are over 300 patients who are clinically fit for discharge and are experiencing delays while waiting for residential aged care placement, accommodation or service providers to care for them. These patients have extended lengths of stay. Patients should only remain in hospital whilst they are receiving treatment that cannot be delivered in any other setting. To stay longer than this may have a detrimental effect on the patient and deny others access to care. I urge all clinicians and members of executive teams to familiarise themselves with the [Discharge to Recover and Assess Guide: Home First](#), produced by Clinical Excellence Queensland which has practical examples of how to implement this approach.

One way we are improving our management of patients experiencing delays is through the Clinical Intelligence Inpatient Dashboard. The dashboard integrates information from Patient Flow Manager (PFM/Kyra) to provide a real-time view of patients experiencing delays, including the reason for the delay and how long it has been occurring.

Having timely and accessible information is critical to identify barriers to patient progress and target our efforts where they are needed most. By bringing this data together in a single platform we can better coordinate care, focus resources on areas of greatest need, and move patients safely and efficiently through treatment and on to discharge.

I would like to thank both the teams involved in developing this dashboard, as well as the staff across our health service who are diligently entering patient delays into PFM. Your work is helping us make informed decisions, improve patient flow, and ultimately deliver better outcomes for our patients and communities.

The dashboard is available through the [Metro North Inpatient Dashboard - Power BI](#). If you require access, please submit an application via the [HEI - Clinical Intelligence Dashboard Request Form](#). We encourage teams to utilise this resource to proactively identify and manage patient delays, enabling more timely interventions and improved patient flow across our services.



Regards,
Michelle

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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