

Metro North Health

Message from the

Executive Director RBWH

Louise Oriti



Summary:

- Metro North Board visit surgery
- Peer reviewers visit RBWH
- New infusion devices coming soon
- A WOW moment for ieMR at RBWH
- Disaster Readiness Alliance Symposium

Message feedback



Audience: All staff



Read time: 5+ min



For: Information

Dear team

Last week, we welcomed Metro North Board Chair Bernard Curran and Deputy Board Chair Dr Meg Cairns to meet with members of the RBWH Surgery and Perioperative Services team. With the team conducting 10,000 outpatient appointments and almost 2,000 surgical procedures each month, they were provided with an overview of the service's scale and impact.

During their visit, Bernard and Meg learned more about the various initiatives underway to reduce waiting lists and improve patient flow, including Surgery Connect, which has enabled earlier access to care for more than 3,300 patients since 2024, and the Post-Operative Discharge Support Service (PODSS), which supports patients after surgery and has reduced Emergency Department presentations and hospital readmissions by around 20 per cent among this patient group.

The team continues to integrate these and other programs, such as the Surgical Rapid Assessment Unit and SurgiFlow, into their daily practice to improve the patient experience and enhance clinical flow.

Thanks to Bernard and Meg for visiting, and to the team, particularly Emma Masinello, who led the presentation, for hosting.



Peer Reviewers visit RBWH

Earlier this week, Peer Reviewers from across Metro North visited RBWH to assess us against the National Safety & Quality Health Service Standards. The Peer Review process is a welcome opportunity to be measured against the same standards used for formal accreditation. Thank you to everyone from across RBWH, including off-campus locations, who met with reviewers to discuss their work. I will provide more information about the outcomes in the coming weeks.

Infusion device upgrades

Over the next few weeks, you will start to see new infusion devices arriving in our clinical areas that will enhance the safety of administering fluids, medications, and blood products to patients. The new devices are more user-friendly and display more information on their screens. This, along with the timely review of the safety parameters for the pumps, means a smoother user experience for staff and safer delivery of care to patients. While the new pumps are similar to the current models, training is essential for safe use, with some staff in each unit attending super user training and others completing end-user training. Click [here](#) to learn more and speak to your line manager if you have any questions. With around 1700 devices to replace, Leah Cuento and Benita Suckling (pictured) and the IVSS Project Team are keen to get started and roll out the upgraded technology.



A WOW moment for ieMR at RBWH

We have reached another critical milestone in preparing for our ieMR go-live, which is now just under 10 weeks away, with deployment of workstations-on-wheels (WOWs) across clinical areas underway.

If they haven't already, the ieMR Project Devices team (pictured below) will be visiting your ward soon to deliver the workstations you'll use to document patient information in the ieMR from 13 October.

Clinical areas have been specifically allocated a number of WOWs in line with service need, so it is important to ensure none go 'walkabout' following delivery.

Just over 61 per cent of staff have now completed ieMR training. If you haven't, speak to your line manager now about enrolling. Post-go-live, to work on a clinical roster, you must have completed training and have the correct ieMR access for your role.

A reminder to also attend the scenario sessions delivered in your clinical area, with the timetable available [here](#), to continue building your ieMR confidence leading into go-live.

As always, please reach out to the [ieMR Project team](#) if you have any questions or require assistance with booking training.



Southeast Queensland Health Disaster Readiness Alliance Symposium

Metro North Health and Jamieson Trauma Institute are hosting the inaugural Southeast Queensland Health Disaster Readiness Alliance Symposium 2026.

This two-day event features keynote addresses from leading authorities and internationally recognised experts in disaster management on day one and a hands-on workshop to translate strategy into practice on day two.

This event is open to clinical and non-clinical health staff. A full-time student rate is available.

When: 24 and 25 September 2026

Where: RBWH Education Centre

Tickets: [on sale now](#).

Collaborative forum - 18 August

Finally for today, the next Collaborative Forum is happening at 12.30 pm on Tuesday 18 August. At this session, Dr Nina Meloncelli will explore "*Innovation Is a Mindset: Small Shifts That Change How We Work*." Tune in [on Teams](#) for what promises to be another fascinating discussion.

Thank you all for everything you do for our community.

Kind Regards

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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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