

Executive Director Redcliffe Hospital

Cang Dang



Summary:

- Thankyous and shoutouts
- Introducing MemoDepot
- Star of the Month
- Consumer Feedback
- Redcliffe Hospital Staff Excellence Awards

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear colleagues,

I wanted to start this message with a few shout-outs and thank-yous, starting with the nursing team in the new Marigurim Medical Unit (MMU).

On Friday morning, I was proud to take Metro North Chief Executive Nick Steele through the MMU for the first time and to meet some of the team (pictured).

The MMU team has done a great job over the past two weeks implementing a new model of care for our new eight-bed unit attached to the Rehabilitation and Stroke Unit.

Last week, you may have seen Barb Williams in the hospital foyer talking to patients and visitors about [DonateLife Week](#).



Along with sharing some cupcakes, Barb was sharing the important message of registering your decision to donate and letting your family know your wishes (pictured). Great work, Barb, and thank you to everyone who has had that conversation with their family.

Last Thursday, together with other members of the hospital leadership team, we thanked our consumer community with a special morning tea in their honour. Our consumers are invaluable in our ongoing efforts to improve the safety and quality of the care we provide.



Last, a shoutout to Phoebe Lodge and the hepatology service. The team have been out and about (pictured below) raising awareness among patients and visitors about liver health and World Hepatitis Day. I encourage everyone to read the [Metro North Newsroom story](#) about how the service is using new technology to deliver even better patient care.



Introducing MemoDepot

We say that every minute matters because small delays in a patient's care all add up quickly. Over a month or a year, those small delays add up to days of lost patient care.

At the July Medical Leaders Council, we launched [MemoDepot](#), a new online tool designed for medical officers, helping them to find clinical memos faster. The tool hosts clinical memos in a searchable interface easily accessed from the Redcliffe QHEPS page.

MemoDepot was developed by Metro North Communications and the Metro North Online teams and will be available as a six-month trial. It's another example of how innovations led by front-line clinicians can help make every minute matter.

Star of the Month

Star of the Month is Redcliffe Hospital's way of celebrating staff who are bringing our [I am Redcliffe Agreed Behaviours](#) to life.

We presented the July award at our Staff Forum last Thursday. Out of 26 nominations, the judges



agreed on three finalists, including:

Nicole Crawford, for supporting her team through periods of change across the service.

Alyssa Kemp, for her care and compassion in supporting a specific patient, ensuring they were engaged in their care.

Congratulations to our winner for July, **Emma Kilburn**. Emma received the award for the kind and compassionate care she provides women and families when they need it most.

If you've nominated someone for a [Star of the Month](#) this year, please consider nominating them for a [Redcliffe Hospital Staff Excellence Award](#).

Consumer Feedback

We listen to patient and consumer feedback because it helps make the care that we provide safer and better for everyone.

We received this piece of feedback recently through the Metro North Health Facebook page:

I can't thank you & your team enough... I have such admiration, respect & appreciation for you all. The care I received was excellent... From Volunteers & Administration Staff to Nurses, Wardsmen, Specialists, Anaesthetists, Doctors & Surgeons... I may not remember all of your names, but I will remember your eyes, your smiles & the kindness you showed me. I have nothing but praise for the entire team at Redcliffe Hospital... Thank you... We are so blessed in Australia.

Thank you to everyone involved in this patient's care.



Lastly, a reminder about this year's Redcliffe Hospital Staff Excellence Awards.

There are some new awards this year - including the Enabling Care award, designed specifically to recognise non-clinical teams, projects and staff.

Find out more and enter your [nominations here](#).

Our awards are sponsored by QSuper, part of Australian Retirement Trust.

Kind regards,

Cang Dang
Executive Director
Redcliffe 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 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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