

Executive Director Redcliffe Hospital

Cang Dang



Summary:

- Making every minute matter in the Patient Transit Lounge
- Introducing the Clinical Governance Unit
- AI stars on social media

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear colleagues,

We continue to make good progress in making every metre and every minute matter when it comes to improving our patients' access to care.

The latest news on how we're making every minute matter comes from the Patient Transit Lounge (pictured).

The Transit Lounge has been trialling earlier opening hours - which will now be made permanent.

The Patient Transit Lounge will be open from 6:30 am weekdays and from 7:30 am on weekends, on a permanent basis.



The Patient Transit Lounge, led by NUM Karen Chippindall (pictured), plays an essential role in our patient access and flow strategy.

Caring for an average of 75 patients each weekday, the lounge provides a safe and comfortable environment for patients ready to go home - without them needing to wait in ward or Emergency Department beds.

The decision to start earlier each day follows a review of utilisation and a data-led conversation about when the service can best support patients and improve access

and flow.

The earlier start on weekends also complements the work being done by SWIFT (the

weekend discharge task force).

The data and utilisation rates showed there was less need now for the Lounge to be open later at night. As a result, the Lounge is now closing earlier on weekdays - at 6:30pm.

Thank you to Karen and the team, for making every minute matter.

Staff Excellence Awards

Nominations for the Redcliffe Hospital Staff Excellence Awards closed last Friday. The hard work now begins for the judges, with the awards to be presented on Thursday 3 September.

Thank you to everyone who submitted a nomination. Time may have run out for the Redcliffe awards, but [nominations are still open](#) for the Metro North Staff Excellence Awards to be presented later this year.

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



Clinical Governance Unit

Safety and Quality at Redcliffe has a new name: the Clinical Governance Unit.

This change reflects an evolution of the unit's role and recognises that its work now extends beyond safety and quality activities.

The unit provides leadership and support across a broad range of functions including patient safety, quality improvement, risk management, accreditation, clinical review processes, consumer engagement and continuous improvement.



AI is one of the nicest people I know, he is always ready with a smile, a hello and wave. Thanks for all that you do. 🙌😊

AI is an awesome bloke who is dedicated to his work and has seen so much change over the years, here's to many more years of service! 🌟 And does it with a smile

AI - love seeing you every morning as I finish work

One of the nicest men at Redcliffe, always a smile and a hello for everyone 😊

🙌❤️ Healthcare needs heroes like this! It's those that do the "behind the scenes" stuff that keep the frontline functioning ❤️

Great job AI! One of the happiest faces of RDH 😊

Hey big AI 🙌 Looking sharp as always !!! Part of the integral fibre that holds the Reddie team together 😊 !!!

Remembered our hellos on the wards.. well done

AI is truly fabulous- a smile for everyone!

AI stars on social media

Many of you will have seen this post on the Metro North Facebook page, featuring Redcliffe Hospital Waste Officer, AI Krueger. The post received hundreds of likes and

positive comments - most from current and former hospital staff who have known and worked with AI over the years.

The post highlights not only how essential roles like AI's are, but also how big an impact we can all have on each other's day with a smile and a positive attitude.

If you haven't seen the post yet, you can [drop a like here](#).

Lastly, a reminder that the [consultation continues](#) on the Metro North Business Case for Change - with the Outcome and Proposed Implementation Plan documents available on the [Business Case for Change page](#).

I encourage everyone to also take a look at the [Metro North 2026/27 Operational Plan](#), which lays out how we'll deliver priorities outlined in the Metro North Strategic Plan, and other important strategies.



Kind regards,

Cang Dang
Executive Director
Redcliffe Hospital

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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