

Metro North Health

Message from the

Executive Director RBWH

Louise Oriti



Summary:

- Acknowledging your hard work
- Fire safety reminder
- Peer Review feedback
- Herston Health Precinct Symposium
- Patient focus with ieMR

Message feedback



Audience: All staff



Read time: 5+ min



For: Information

Dear team

I would like to start by acknowledging the extra work happening across RBWH due to the current high demand for our services.

An unexpected late-season flu surge has contributed to higher rates of illness among our workforce. Thank you to everyone who has stepped up and taken on additional shifts to ensure our patients continue to receive the high-quality care they expect from us.

As Board Chair Bernard Curran noted in his message last week, improving and maintaining patient flow remains a priority across Metro North, including at RBWH. Where clinically appropriate, please prioritise timely discharge and use of our Discharge Transit Centre when patients are ready to leave our care.

Thank you for the compassionate care you provide every day.

Fire safety reminder

Fire safety is everyone's responsibility on campus. Maintaining a safe environment for our patients, visitors, and staff requires ongoing vigilance and awareness of potential fire risks.

Please remain alert to any signs of fire, smoke, suspicious behaviour, or the possession and misuse of ignition sources while on shift.

If you observe signs of fire or smoke, immediately initiate the **RACE** procedure:

- **Remove** anyone in immediate danger.
- **Alert** other staff and Wardens and activate a Manual Call Point (MCP).
- **Contain** the fire by closing doors where safe to do so.
- **Extinguish** the fire only if it is safe and you are trained to do so.

Please also immediately call **55** to report signs of fire or smoke, or any other emergency.

Where clinically appropriate and in accordance with legislative requirements, organisational policy and patient rights, please manage any risks associated with lighters, matches or other ignition sources. Any suspicious activity, including concerns regarding the use or possession of ignition sources, should be reported to Security Services on **65188**.

Thank you for your ongoing commitment to maintaining a safe environment for everyone.

Peer review process feedback

You may recall that last month, our hospital underwent a peer review against the National Safety and Quality Health Service Standards. This is an annual process and a welcome opportunity, ahead of formal accreditation, to be evaluated by Metro North colleagues with similar professional expertise to ensure the care and services we are providing are safe, evidence-based, and aligned with the national standards.

Following the process, we received extensive feedback that we are working actively to implement. I'd like to give a special mention to our cancer care colleagues, who the reviewers mentioned for their exemplary processes - well done, team!

As expected, there are a number of areas where we need to enhance our processes. These include:

- Improving the quality of stored documents that could be used as evidence during accreditation.
- Refining environmental cleaning and audit processes.
- Ensuring clinical handover is performed in full, particularly at the bedside.

Work is now underway to respond to this feedback and adjust processes as needed. Thank you all for your support as we undertake this important work.

We all need to be ready for Short Notice Accreditation Assessment (SNAP) every day. You can assist by ensuring all your mandatory training is up to date and that you have a current PDP.

Herston Health Precinct Symposium

Over 3 days this week, almost 700 staff came together for the 2026 Herston Health Precinct Symposium. Themed '*Future Focused Healthcare*', the event

showcased and celebrated research that will guide us as we seek to harness opportunities and manage the challenges the future will present.

The symposium featured 48 presentations, 43 poster presentations, and 7 memorable keynote presenters. Highlights included discussion about the power of collaboration and the importance of consumers in research and co-design, as well as many presentations showcasing the innovation and discovery driving practice-changing initiatives that improve outcomes for patients and staff. The always popular Great Debate this year challenged participants to think about how to use limited resources for maximum impact.

A number of research awards were also presented at the Symposium for outstanding research across the campus. You can read the full winners' list [here](#). Congratulations to all and to the many who were highly commended.

Thank you to the team who organised this year's event, led by our Director of Research, Dr Joel Dulhunty and to all the presenters and attendees who helped make it a great success.



RBWH Staff Wellbeing Director, Dr Liz Crowe, was one of the keynote presenters at this week's Herston Health Precinct Symposium.

Maintaining patient focus with ieMR

We have just over five weeks to go until integrated electronic Medical Record (ieMR) go-live begins on 13 October, with readiness activities well underway.

Devices supporting our new ieMR workflows, including workstations-on-wheels (WOWs), continue to be deployed across clinical areas. Staff are strongly encouraged to familiarise themselves with them ahead of go-live.

When working on a WOW, it is important to ensure the patient remains your central focus while providing care. The video below provides helpful tips and techniques for maintaining patient-centred care while using devices and documenting in the ieMR.

Thanks to everyone who has completed their ieMR training. We have reached a

significant milestone, with approximately 85 per cent of staff now ieMR proficient.

If you have not yet attended or enrolled in training, please speak to your line manager as soon as possible. After 13 October, completion of ieMR training will be required to work on a clinical roster.



Painting the town Ruby

Last weekend, I had the pleasure of attending our RBWH Foundation's Ruby Gala Ball at Brisbane City Hall. The event was a night of powerful storytelling that showcased the impact of donor generosity to an audience that included Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland and more than 300 business and philanthropic leaders, hospital staff and patient ambassadors. It was heartening to see the depth of respect and regard the community holds for our hospital and the work we do to care for patients.



Thank you all for everything you do for our community.

Kind Regards

Louise Oriti
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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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