

Summary:

- ACHS surveyors' accreditation feedback

Message feedback

Audience: All staff **Read time:** 2 min **For:** Information

Dear colleagues,

I am pleased to share that Redcliffe Hospital received extremely positive feedback from ACHS surveyors, who have recommended our accreditation for a further three years — the best possible outcome from a short-notice accreditation process.

This is an outstanding achievement for our hospital and a credit to every member of our hospital community.

During a debriefing session late last Friday with Metro North Chief Executive Nick Steele and Deputy Board Chair Dr Meg Cairns, ACHS surveyors told us how impressed they were by our genuine culture of continual improvement and patient-centred care. They also recognised and noted our whole-of-hospital response to access and flow, and the standard of our clinical work.

Redcliffe Hospital was the first hospital in Metro North Health to undertake short-notice accreditation. We also undertook accreditation during an extended Tier 3 and one of our busiest weeks so far this year. Even with the additional pressures, surveyors saw our commitment to safety and quality in every clinical and operational part of our hospital. The biggest compliment we received was the lead assessor advising that he and the other surveyors felt privileged to have the opportunity to evaluate our hospital.

Thank you again to everyone who met with surveyors and supported the accreditation process. There are too many to list here, but I would like to thank, in particular, the Clinical Governance team, led by our Acting Director Stacey Hobden, for guiding the hospital to this success.

Most of all though, this result belongs to every member of our hospital community. Thank you all for your ongoing commitment to our community and your ongoing support of each other.

Congratulations to you all for this success.

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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