Having trouble viewing this email? View Online

Executive Message

Metro North Health

Summary:

- Capital infrastructure announcements
- Have Your Say update - Capability, confidence and career opportunities
- A/COO update
- Accreditation
- COO Supplementary business case for change
- Farewell Louise Oriti
- Wet weather and mould

Message feedback

Chief Executive Nick Steele

Audience: All staff **Read time:** 5+ min **For:** Information



Hi Everyone,

Tonight I will be attending Metro North's Staff Excellence Awards at The Star along with around 600 staff from across the health service.

This event provides the unique opportunity to come together and recognise those staff and teams who have made outstanding contributions to Metro North during the year, in supporting the delivery of high-quality, person-centred care through excellent performance, innovation, leadership, care partnerships, training and commitment to our values. It is set to be a spectacular event, especially with our exciting new venue, and I look forward to celebrating with many of you this evening. I will share the names of our award winners with everyone on Monday.

Capital infrastructure announcements

While people are our greatest asset in Metro North, our physical infrastructure is a core component of how we deliver services to our community. The quality and capacity of our facilities play an essential role in how our staff can provide safe, high-quality care, while continuing to meet the needs of an expanding population with increasingly diverse and complex health care requirements.

We acknowledge that the introduction of new and updated infrastructure requires careful evaluation, extensive consultation and meticulous planning to ensure it is appropriate and fit-for-purpose, for both our community and our workforce.

That's why I am pleased to update you on two important capital infrastructure developments currently underway in Metro North.

TPCH Expansion

The Queensland Government just announced a new masterplan to set the long-term direction and growth of TPCH, based on a set of refreshed clinical priorities to reflect current and future service needs. The masterplan offers a roadmap for significant new capacity, modern facilities and expanded services, with Stage 1 proposing:

- 100+ new hospital beds
- expanded emergency department
- expanded cardiac catheterisation lab
- new outpatients building
- new mental health facility.

The first new beds are targeted for delivery by 2028 as part of a chest pain assessment unit within the expanded emergency department. Construction of the new mental health facility is expected to be completed in 2031. Stage 2 will include a new acute services building, bringing together an expanded emergency department, cardiac investigations unit, operating theatres, intensive care unit and other supporting services.

Public consultation on the masterplan is now open and runs until 4 December 2026 giving patients, staff, consumers and the local community an opportunity to help shape the future of TPCH.



TPCH acute medical health unit (artistic render)

Woodford Youth Detention Centre

Metro North is working with partners across Queensland Health and Department of Youth

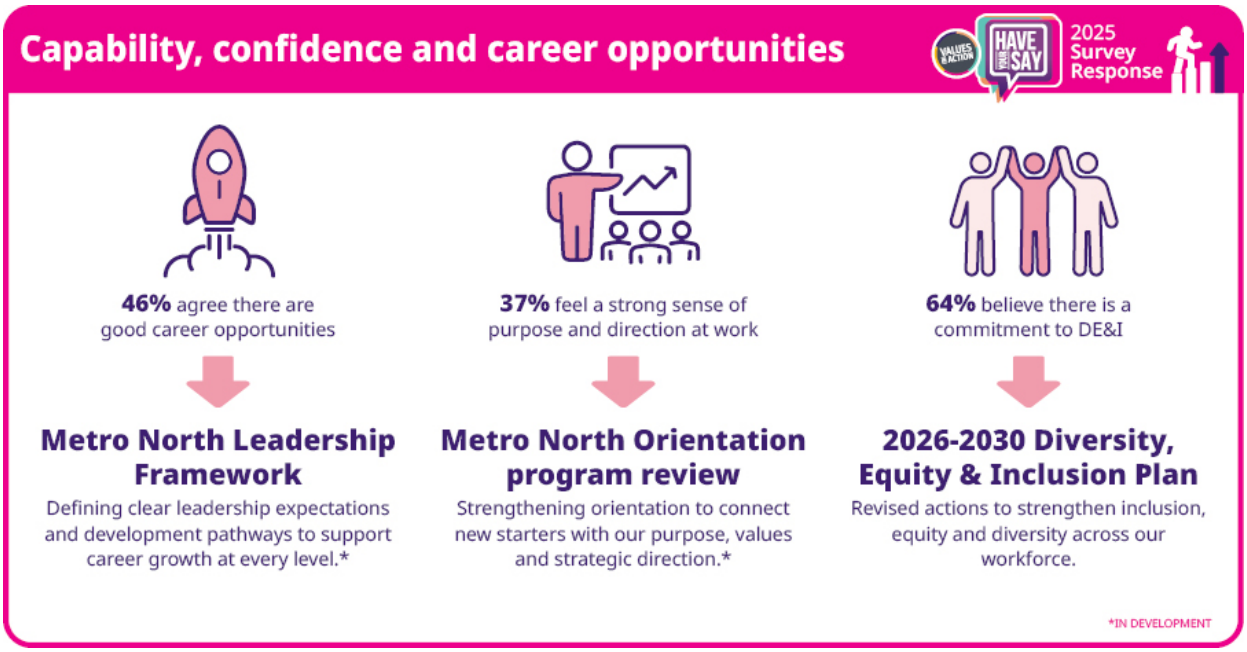
Justice and Victim Support to establish the health service for young people in custody at the new Woodford Youth Detention Centre. Construction of the centre began in 2024, and when complete will accommodate up to 112 young people aged 10 to 17. The health centre will be overseen by the Caboolture, Kilcoy and Woodford directorate and become part of the care CKW provides to the community.

The multidisciplinary service will provide comprehensive healthcare with a focus on culturally responsive, therapeutic, and rehabilitative care. It will bring together medical, nursing, allied health, dental and pharmacy staff and our Aboriginal and Torres Strait Islander Health Service, supported by Children's Health Queensland. Multi-agency workshops are under way to develop the model of care and care pathways, including links with Caboolture Hospital and Children's Health Queensland, with workforce planning progressing alongside. The first 56 beds are expected to open on a staged basis from mid-2027.

Continous improvement - Capability, confidence and career opportunities

It's been a year since the 2025 Have Your Say staff survey results were released and we are continuously improving how we do things to address the feedback you gave us.

There are various capability and career development initiatives underway at Metro North at both a local and organisation level, including the actions mentioned below which were committed to in the Have Your Say Response Plan.



I encourage you to read through the Diversity, Equity and Inclusion Plan, and visit the training and development QHEPS page to find out about some of the capability workshops and programs available to all Metro North staff and leaders.

One initiative I'd like to highlight as part of Metro North's commitment to inclusion, equity and diversity is our partnership with JobAccess. Disability impacts many people across our community and workforce, with 2.37% of staff formally identifying as having a disability.

For staff, JobAccess provides free and confidential advice, workplace solutions and resources to support staff to thrive in their workplace. For managers, JobAccess offers advice and training on disability inclusion, inclusive recruitment practices, and practical workplace adjustments that can strengthen confidence and capability when it comes to disability and employment. To arrange a training session, please email

MetroNorthDisability@health.qld.gov.au

To learn more, I encourage you to watch Metro North's newly released video on Reasonable Adjustments, visit Health, wellbeing and inclusion at work | Job Access, or call 1800 464 800.

Executive Director TPCH



Last week I attended a farewell event for Tami Photinos, Executive Director TPCH, who finishes up with Metro North today. The event was not only a lot of fun, but an opportunity to learn more about Tami's longstanding career with Metro North including the highlights and achievements of her various executive and nursing roles. Tami has formed many great working relationships during her time with Metro North and will be clearly missed. We wish her the very best for a healthy and happy retirement. You can read more about Tami's career here.

(Pictured l to r): Dr David Rosengren, Kristy Underwood, Tami Photinos, Dr Melanie Rule

Take care.
Nick

Acting Chief Operating Officer

Alison Ewens



Audience: All staff **Read time:** 3 min **For:** Information

Hi everyone,

It has been another busy week across the health service. Thank you all for doing everything you can to keep patients moving through our hospitals to get the care they need.

Today I visited the RBWH Emergency and Trauma Centre as part of a partnership with Queensland Ambulance Service to improve flow.



Photo: Alison Ewens, ED Operations RBWH Luke Shorten, ED Mental Health Dr Louise Geppert and Alex Thompson from QAS.

Microsoft outage

By the time you receive this message, the global Microsoft Office outage will have resolved.

The outage was a good test of our business continuity plans. Thank you all for your efforts to minimise the impacts to clinical services and patients during the outage.

Accreditation

The Prince Charles Hospital has concluded short notice accreditation today.

All indications from the assessors suggest a very successful outcome for TPCH and Kallangur Satellite Health Centre, with recognition of the fantastic efforts across the directorate. What an excellent way for Tami Photinos to finish up as ED TPCH today.

We look forward to receiving the assessors' report in about a month.

Yesterday Caboolture, Kilcoy and Woodford was notified their short notice accreditation will be next week.

Business Case for Change – COO Supplementary

This week I held a vidcast with CPCO Lorna Morton following consultation on the implementation plan for the COO Supplementary business case for change.

We received 13 feedback submissions relating to:

- renaming Community and Oral Health,
- transition arrangements for Oral Health Alliance support services,
- co-location of Central Patient Intake Unit (CPIU) and Specialist Outpatient Referral Team (SORT), and
- optimisation of the Central Referral Hub.

While there were some concerns that existing services would not be reflected in the proposed name for COH, it reflects the integration of new functions into the directorate and future opportunities. The final name change remains subject to consultation with relevant Commonwealth agencies and is expected to be finalised by the end of January 2027.

The Outpatient Redesign program will inform the ongoing development of the Metro North Central Referral Hub operating model. There is no proposed physical relocation for CPIU and SORT staff. The Central Referral Hub will sit within Clinical Improvement and Innovation (currently Health Excellence and Innovation).

We are commencing recruitment for the new Executive Director Medical Operations role. This position will have governance of the Clinical Networks and the Command Centre (PACH and Emergency Management & Business Continuity).

The effective date for establishment changes is Monday 23 November, with implementation activities - except finalisation of the new name for COH - completed by Friday 18 December.

You can see the approved changes and implementation plan on the staff extranet. The vidcast recording is available on QHEPS.

Louise Oriti farewell

Next week, Louise Oriti is leaving Metro North after more than a decade of service. Her last day is Wednesday 18 November.

Louise joined Metro North as Executive Director at Redcliffe Hospital in July 2016 before moving to the Executive Director role at RBWH in February 2023.

Louise began her career at RBWH before going on to hold a range of nursing, midwifery and healthcare executive roles across Queensland and the Northern Territory.

During her time at Redcliffe Hospital, Louise chaired the hospital's Emergency Operations Centre, which led the COVID-19 pandemic response for the Moreton Bay community, and was involved in the early stages of planning the hospital's redevelopment.

At RBWH, Louise led the implementation of the ward realignment to better position us to care for patients and work collaboratively. She also strengthened our commitment to health equity, including by creating the Director of Aboriginal and Torres Strait Islander Health role.

Thank you, Louise, for your commitment to staff and to ensuring healthcare remains accessible and available for the community now and into the future.

A staff farewell for Louise will be held on Wednesday 18 November from 3-4.30pm at the RBWH Education Centre.

Wet weather and mould

The recent high humidity and heavy rain create the perfect conditions for mould. Mould is common in our climate and can grow indoors when there is excess moisture or a water source. Unfortunately, our buildings are not immune.

Please keep an eye out for mould in your area throughout the rest of spring and summer and report to your manager or BEMS as soon as possible so it can be addressed promptly.

Metro North Staff Excellence Awards

I'm looking forward to my first Metro North Staff Excellence Awards event tonight. It should be a fantastic night of celebrating staff achievements. Congratulations to all the finalists.

Regards,
Alison

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

If you have received this email and do not work for Metro North please follow this link to be removed from the mailing list.
Email us