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## Summary:

- Focus on patient flow
- RBWH is now a fully digital hospital
- Neurosciences future vision
- Foundation announces new CEO
- Pausing to remember
- Food Services celebrate Diwali

Message feedback

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

Dear team

It continues to be a very busy time at RBWH as we manage patient demand for our services while embedding ieMR across the hospital. In recent weeks, we have seen an increase in both walk-in and ambulance arrivals to our Emergency and Trauma Centre (ETC), with numbers similar to those seen during the winter months, when we usually experience the highest demand.

I'd like to acknowledge the extra workload pressure this puts on our staff in ETC and across the broader organisation, and thank you for your commitment to caring for our patients. Please also be assured that RBWH and Metro North executives are working with clinicians on a number of options to better manage the flow of patients arriving at RBWH over the coming months. Our goal is always to find ways to have patients seen as soon as possible and get QAS back on the road.

Thank you again for your ongoing hard work. We will keep you updated on any planned changes.

## Initiative to support patient flow

One initiative we already have underway to support patient flow is Surgiflow, a clinician-led surgical improvement program being piloted at RBWH and seven other Queensland sites. Funded through the Queensland Government's Patient Flow Rapid Response Fund, it combines proven, evidence-based models of care that have improved patient outcomes, reduced complications and enhanced the patient experience in hospitals worldwide.

The program focuses on supporting patients to return home when it is clinically safe for them to do so and continue their recovery in the right place, with the

right support. We recognise this represents a significant change in practice and requires input from every member of the surgical team, from admission and theatre through to the ward.

At RBWH, we are introducing:

- **Enhanced Recovery After Surgery and Prehabilitation (ERAS+)**: helping patients better prepare for surgery.
- **Day Surgery by Default:** offering day surgery to more suitable patients so they can recover in the comfort of their own home.
- **Criteria-led Discharge:** establishing a clear plan, agreed upon early by the treating team, so patients can go home safely as soon as they are ready.
- **Unplanned Surgery Coordinators:** improving patient safety and reducing waiting times for patients requiring emergency surgery.

To find out more, visit the Surgiflow QHEPS page or contact the SurgiFlow Coordinators via email; RBWH Unplanned Surgery Coordinator CNC, RBWH Day Surgery by Default; RBWH - Enhanced Recovery after Surgery CNC




*RBWH Surgiflow Coordinators*
*L to r: Jacqui Burnett, Kelcie Cole, Emma Masinello and Rebecca Radford*

## RBWH is now a fully digital hospital

Earlier this week, Outpatient Services became the final area to transition to the ieMR, making RBWH Queensland's latest fully digital hospital!

Getting a hospital of our size and complexity to this point has been a massive effort. The work has been a true partnership between Digital Metro North and RBWH, with congratulations to staff who have risen to the challenge and approached the task with care and dedication.

Over the coming weeks, areas will continue to embed the new ways of working as we realise the benefits of becoming digital through more streamlined, efficient, and person-centred care for patients.

The current support arrangements will remain in place for much of November, with 24/7 floor walkers wearing blue vests and virtual support available on 1800 921 342. Further information will be provided before we transition to the business-as-usual clinical informatics and ieMR support model.

## Celebrating this significant milestone

To acknowledge the efforts of staff, we will be hosting a special RBWH staff thank-

you Christmas breakfast on Wednesday 25 November, from 6am to 10am (or until food runs out), in the Level 6 outdoor area between the Ned Hanlon and Joyce Tweddell buildings.

This is the hospital's annual staff thank-you Christmas breakfast, which this year will also recognise the outstanding efforts of staff involved in the ieMR implementation. All RBWH staff, ieMR Project Team members, and Floor Walkers are invited to attend. Click the image below to pre-order.




## Future vision for Neurosciences

Last week, Professor Michael O'Sullivan, Dr Hamish Alexander, Dr Grace Aw and Professor Keshwar Baboolal presented their vision for a future integrated Neurosciences Centre at RBWH to the Metro North Board.

Subsequent to this, the Board endorsed progressing detailed clinical planning and options assessment, including funding opportunities and interim service arrangements to meet growing demand.

The proposed centre would bring together neurosurgery, neurology, interventional neuroradiology and other specialties to create a hub for clinical excellence, training, and education. By strengthening collaboration across disciplines, the centre aims to deliver more coordinated, integrated and patient-focused care.

Neurological disease has been the leading cause of disability worldwide since 2017, and demand for specialist neuroscience services continues to rise. At the same time, rapid advances in research are creating new treatment opportunities that require innovative approaches to care delivery.

Building on the expertise and leading-edge work already taking place at RBWH, the centre would expand access to advanced treatments, enhance the patient experience, and position RBWH at the forefront of emerging therapies and technologies.



## RBWH Foundation announces new CEO

After nearly eight years as CEO of the RBWH Foundation, Simone Garske recently stepped down to pursue a new opportunity. Under her leadership, the Foundation expanded its impact and backed bold ideas that are changing healthcare for patients and families.

From Monday, Jane Endacott (pictured) will start as RBWH Foundation CEO. She brings more than 25 years of leadership experience and a deep belief in the

power of philanthropy to improve lives. Her time across the not-for-profit, healthcare and research sectors includes roles with the Prostate Cancer Foundation of Australia, ADHD Australia, Movember and the Aged Care Quality and Safety Commission.

Please join me in welcoming Jane and wishing her and the Foundation continued success.

## Pausing to remember




Each year, at the 11th hour of the 11th day of the 11th month, millions around the world pause in silence to remember the sacrifices so many have made so that we can enjoy the freedoms we have today.

On Wednesday 11 November, our RBWH community will join them to pause, remember and reflect. Please listen for messaging on the PA system across most of the hospital shortly before 11 am.

*Lest We Forget.*

## Food Services celebrate Diwali



This weekend, people of Hindu, Sikh, Jain and Buddhist faiths celebrate Diwali, which symbolises the triumph of light over darkness, good over evil, and knowledge over ignorance.

To mark the occasion, the Food Services Team is serving Gulab Jamun for patients, a delicious South Asian sweet made from fried milk-solid dough balls soaked in a warm, rosewater- and cardamom-scented sugar syrup.



Thanks, team, for helping patients celebrate. I also wish a Happy Diwali to all those connecting with family, friends and community this weekend as part of the festivities.

Thank you all for the care you provide to our community.

Kind Regards

**Louise Oriti**
Executive Director,
Royal Brisbane & Women's 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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