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Message feedback

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

Dear Colleagues,

Earlier in the week STARS, the Oral Health Centre and VECS underwent a peer review against the eight National Safety and Quality Health Service Standards (NSQHS). A peer review provides an excellent opportunity to showcase all the great work we undertake and to understand any areas that can be strengthened.

Preliminary reviewer feedback praised STARS for the lovely positive feel, our interdisciplinary focus and the obvious care and kindness shown to patients. A number of areas were identified for improvement, including mandatory training, privacy and documentation practices, hand hygiene, and committee terms of reference.

I would like to thank staff for engaging so positively with the review process and for providing kind and safe healthcare every day to our patients.

I await the final report, but the recommendations will put us in a great position for our upcoming short-notice accreditation.

Hong Kong Hospital Authority visit

Allied health clinicians from the Hong Kong Hospital Authority (HKHA) visited last week to learn more about the STARS Education and Research Alliance between Metro North and UQ. The clinicians trialled VR BrainAware, which was co-designed in STARS with patients. This virtual reality is used in the rehab wards with stroke patients preparing them for everyday challenges.

They also heard about how STARS are leading the way in interprofessional collaborative practice.



Walk in Your Shoes



Yesterday, I visited the Oral Health Centre (OHC) as part of my Walk in Your Shoes initiative. I met with the Director of the Oral Health Alliance, Professor Peter Reher and staff at the OHC, including specialist Oral and Maxillofacial Surgeon George Chu.

Peter showed me some of the advancements that have occurred as part of the digitisation initiative. It was great to get a glimpse of the teams that work behind the scenes, making dentures, crowns and implants which is an important component of the services offered at the OHC. Thanks to all the staff who gave some time to walk me through the work you do.

If you would like me to come and 'Walk in Your Shoes' you can email STARS_ExecDir@health.qld.gov.au with your name, location and proposed date/times.



Vidcast - Metro North COO Supplementary Business for Change

A reminder that the next vidcast for the Metro North COO Supplementary Business for Change will be held next Tuesday 10 November at 12pm. Join Acting Chief Operating Officer Alison Ewens for the latest update on the implementation.

You can register for the vidcast here.

Accolades for Pharmacy

At the recent national pharmacy conference, *Medicines Management*, STARS Pharmacy delivered an invited speaker session, an oral presentation and four posters.

Congratulations to our Technician Team Leader Brooke Jeffriess, who won Best Technician poster for "Escaping the Bermuda Triangle: A technician-led approach to reclaiming pharmacy stock,

space and savings".

This is the second time our pharmacy technicians have won this award - a testament to the high performance of our technician workforce at the national level.



Fire Champion - Safe Work Month

Congratulations to Ammie Janison (*pictured with Fire Safety Coordinator Darryl Crosby*) STARS Fire Warden from Level 7, for being selected as Fire Champion as part of Safe Work Month.

Ammie has made a significant contribution this year, particularly in coordinating the Level 7 warden teams, establishing rosters, and ensuring warden station checks are completed. Her commitment and leadership have helped strengthen fire safety preparedness across the floor.

Thanks to Ammie for her dedication, enthusiasm, and ongoing commitment to fire safety.





Christmas Decorating Contest

It is hard to believe we are talking about Christmas already, but it is time to announce this year's Christmas decorating contest.

This year we have two themes: **A Nightmare Before Christmas** as chosen by last year's winner, outpatients and **Christmas Movie Magic** voted on by the STARS Staff Council.

I can't wait to see all your wonderfully creative interpretations. Just a reminder to follow the decorating rules, particularly about what adhesives you can use on what surfaces so that we can protect our lovely building.

If you would like your area judged as part of the competition, please register here by Monday 7 December 2026. Judging will take place on Thursday 10 December.

Participation in study on consumer/community involvement

Staff are invited to take part in a study, "CollaborativeEd: Co-designing digital training to enhance consumer involvement in healthcare." The study is evaluating new staff training in consumer and community involvement and will involve completing a 'before training' survey, undertaking the microlearning modules and completing the post-training and follow-up surveys.

You can find more information about CollaborativeEd and how to participate here.



Remembrance Day

Join us this coming Wednesday 11 November 2026, in honouring those who gave their lives in service. The Last Post will be played over the hospital PA system at 10.58am, followed by one minute's silence and the Reveille.

Ahead of Remembrance Day, RSL volunteers will be selling Remembrance Day poppies in the Ground Floor Atrium at the RBWH today and Monday and Tuesday next week.

Lest we forget.

Patient compliment

This week's patient compliment comes from one of our rehabilitation patients. When patients come to STARS for specialist rehabilitation they have often experienced a life-changing trauma or illness. Their rehabilitation involves not just improving function but provides them with confidence to continue their therapy after leaving the hospital.

"*I am writing to express my sincere appreciation for the care and professional support I have received from the Rehabilitation Team at STARS since my admission. '[The staff's] patience, persistence and encouragement have helped me gradually regain movement in my arms and legs and have given me renewed confidence in my recovery. I look forward to continuing my rehabilitation through an appropriate outpatient program".*

Finally, best wishes to all staff who will be celebrating the multi-day festival of Diwali/Deepavali, which begins today, with the main day falling on Sunday. Diwali, also known as the Festival of Lights, celebrates the triumph of light over darkness. I hope you enjoy the festivities with your family and friends.

Kind Regards

Dale Dally-Watkins
Executive Director
STARS

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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