Metro North is committed to improving patient experiences, supporting and developing staff, and working with our partners to better connect care and improve health outcomes for Metro North and the broader Queensland community.

Putting people first puts that commitment into words: to always put people first. These words form the first goal of our Metro North Strategic Plan, and our operational plans and strategies.

Putting people first was developed in 2015 and refreshed in 2018 following consultation with staff, partners and consumers. The strategy is led by Metro North’s Health Service Chief Executive and embedded in Metro North’s strategic plan, strategies and operational plans to ensure we focus on always putting people first in everything we do.

The key themes of Putting people first are systems, engagement, and culture. This supports us to:

- partner with patients and consumers to provide high quality healthcare outcomes that matter to patients;
- enable, support and professionally develop our staff and provide a safe and respectful workplace; and
- engage with partners to improve the patient experience.

Examples of Putting people first in practice are our Values in Action, value based recruitment, online professional development opportunities, Executive Leaders Program, values based healthcare and many local initiatives.