



New service supports nutrition for people living with dementia

A new clinic at TPCH is providing specialist nutrition advice for those living with dementia and their loved ones. The Memory Diet Clinic provides specialised nutritional care for people living with dementia at all stages of the condition, alongside dedicated support for their loved ones and carers.

QUALITY OF CARE SNAPSHOT 2025



IMPROVED ACCESS TO KIDS' CARE

Improving access to care for families

A Connection and Kinship research project at TPCH paediatric outpatients service aims to improve health outcomes for Aboriginal and Torres Strait Islander children and families to address barriers such as cultural differences, cost, and transport. The project is creating sustainable, flexible, and culturally safe care pathways that improve access, equity, and health outcomes.



IMPROVED ACCESS TO SPECIALIST CARE

Free shuttle bus service for cancer patients

A new Cancer Council Queensland Transport to Treatment Metro North shuttle is now helping patients from the Caboolture area get to their cancer care treatment at the RBWH. The free shuttle service operates a return service between Caboolture and RBWH on weekdays, helping patients and their support person get to and from treatment sessions and appointments, making transport one less thing patients having to worry about.



35% REDUCTION IN BEHAVIOURAL INCIDENTS

Interactive technology for patients with cognitive impairments

The Cognitive Assessment and Management Unit at The Prince Charles Hospital has introduced the Tovertafel Interactive Projector, which promotes more joyful, social connections for patients living with dementia through interactive games. The technology has reduced behavioural incidents by 35 per cent and improved patient engagement and wellbeing.



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Metro North Health



Queensland Government



A connected care system

HOME VISITS
7 DAYS A WEEK



Hospital in the Home reaches more patients in need

Two unique highly targeted services are supporting more people to receive specialist care at home. The Geriatric Evaluation and Management in the Home (GEMITH) provides assessment and care in the home for frail, older adults, who otherwise would have had a traditional hospital bed admission.

HUNDREDS OF
KILOMETRES IN
TRAVEL SAVED



Improving rural access to specialist cardiac imaging

People living in rural and remote Queensland experience 25 per cent higher morbidity and mortality than those in metropolitan areas. The RBWH's new remote robotic echocardiography service is delivering a new diagnostic cardiac service for patients in Longreach and Cloncurry. This removes the need to travel hundreds of kilometres for care and improves access to timely cardiac care.



A new model for inclusive mental health care

The new Mental Health Intellectual Disability Service is improving access to specialised local care, enabling earlier assessment and more accurate diagnosis for people with complex needs. By embedding multidisciplinary expertise within mental health teams, the service is enhancing patient experience and delivering more coordinated, person-centred care.



Supporting palliative care patients after discharge

A proactive nurse-led follow-up program at the RBWH is improving symptom management and preventing avoidable hospital admissions through early intervention. The model provides phone reviews for palliative care patients within 24-48 hours of discharge to assess symptoms and provide early support at home.



Health equity

New healthy ageing clinic delivers vital care

The new Aboriginal and Torres Strait Islander Healthy Ageing Clinic is providing specialised geriatric care for Elders in the Metro North catchment. The clinic offers culturally safe care for people aged 50 and over living with complex and chronic conditions.



Honouring culture in end-of-life care

At Cooina House, culturally responsive care helped Colleen Wilson reconnect with country and her identity as a proud Aboriginal woman. Colleen and her family were supported through regular weekly visits, storytelling and culturally safe care, including arranging a meaningful daytrip to her country.

New Gathering Garden provides culturally safe space at TPCH

The new outdoor Gathering Garden at TPCH provides a culturally safe environment for Aboriginal and Torres Strait Islander consumers, families, and communities to rest, reflect and connect while receiving care at the hospital.



REDUCED
WAIT TIMES
FOR DENTAL
CARE



Dental care for vulnerable patients

The Oral Health Vulnerable People Program is prioritising patients most at risk, including people aged over 90, mental health inpatients at TPCH, and people experiencing social disadvantage. This initiative has reduced waiting times and improved access to specialised dental care.

Strengthening Connection to Country through Traditional Owner engagement

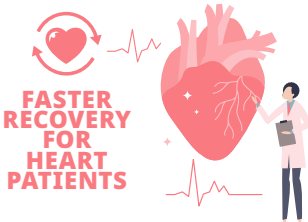
Metro North Health is embedding cultural perspectives into healthcare planning and decision making, meeting with Kabi Kabi Traditional Owners to foster genuine connection, collaboration and shared understanding, and strengthen partnerships to improve access to culturally safe care for Aboriginal and Torres Strait Islander people.



Research and innovation shaping the future of health

New heart valve technology helping patients avoid invasive surgery

Patients with a common form of heart valve disease now have access to a new treatment option at TPCCH that prevents the need for open heart surgery. The new SAPIEN M3 valve system allows for a much quicker recovery compared with open heart surgery, with patients only spending two to three days in hospital before going home.



Robotic pet therapy

Residents at Cooina House are benefiting from a robotic pet therapy program, as part of research with The University of Queensland. The robotic pets are being used by residents with dementia, improving wellbeing by reducing agitation, improving mood and encouraging social interaction among residents.

RBWH first public hospital to offer Nanoknife prostate cancer treatment

RBWH is the only public hospital in Australia offering the Nanoknife procedure for patients with recurrent prostate cancer. The procedure is minimally invasive, successfully removing cancer in the treatment area in more than 90 per cent of patients. The treatment is a welcome alternative to major prostate cancer surgery or salvage radiation therapy.



MORE THAN 90% SUCCESS RATE

CT-guided Botox service reduces pain and spasms

Patients with chronic pain, muscle spasm and other neuromuscular conditions can now access a new CT-guided botulinum toxin injection service. Compared to traditional techniques, CT-guided injections improve injection accuracy and patient comfort.



Robotic bronchoscopy for minimally invasive diagnostics

Royal Brisbane and Women's Hospital has introduced the Queensland-first Ion robotic bronchoscopy platform, marking a major advance in minimally invasive lung cancer diagnostics. This innovative service enables highly precise sampling of small, peripheral lung nodules with improved diagnostic yield and safety, reducing the need for more invasive procedures.

New era of clinical trials capability

The new Clinical Trials Centre at The Prince Charles Hospital is improving access to innovative therapies and medical devices for patients with complex health conditions in a purpose built, centralised space designed for early-phase and complex intervention trials.



QUEENSLAND FIRST TECHNOLOGY



A workplace to be your best

Building a culturally capable workforce

Metro North Health has introduced mandatory cultural training for all staff to strengthen culturally safe care for Aboriginal and Torres Strait Islander patients. The training builds workforce capability through practical tools, cultural knowledge and guidance on respectful communication, partnerships and identification of Aboriginal and Torres Strait Islander people.



Improving communication of significant ultrasound findings

An education program for sonographers improved how unexpected obstetric ultrasound findings are communicated to patients. Training has increased clinician confidence and supported more compassionate, patient-centred conversations during scans.

Strengthening care for patients with cognitive impairment

The RBWH's new Cognitive Impairment Action Plan is strengthening cognitive-informed care across the hospital. With up to one in three inpatients experiencing cognitive impairment, the plan focuses on strengthening workforce capability and enhancing partnerships with families and carers to deliver better patient outcomes.

'Stop Racism. It Starts With Me.' campaign

Metro North Health has launched the Stop Racism. It Starts With Me campaign to address unconscious bias and institutionalised racism in healthcare against Aboriginal and Torres Strait Islander peoples. Co-designed with staff, patients and community, the campaign is supported by a new anti-racism policy, formal reporting mechanisms and an ambassador network. Together, these initiatives aim to create a safer, more inclusive health system where racism is identified, reported and addressed.





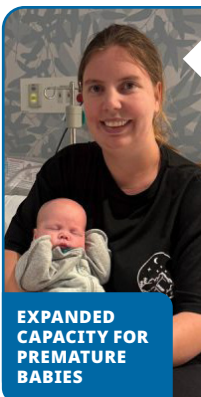
Delivering exceptional care

Physio first brings faster relief to patients and waitlists

Pelvic physiotherapy clinics are giving gynaecology and urology patients at Redcliffe Hospital faster access to care while taking pressure off specialist waitlists. Patients accessing the hospital's gynaecology and urology screening clinics now see a physiotherapist first, while they are on the waiting list for a specialist. Around 50% of gynaecology patients improve so much they don't need an appointment with a specialist. For urology patients, the success rate is even higher—closer to 60%.

Patient activated 'Hand up' strengthening VECS patient safety

A patient-activated 'hand up' icon added to the Virtual Emergency Care Service (VECS) waiting room aims to strengthen patient safety and the early recognition of clinical deterioration. Along with a pop-up messaging, the 'hand up' icon clearly communicates to the patient what they need to do to seek assistance while waiting.



Expanding care for our most vulnerable newborns

Caboolture Hospital's new purpose-built Neonatal Unit has expanded capacity to four times the previous footprint to better support premature and unwell newborns. The upgraded unit features isolation rooms, advanced technology and dedicated family spaces, improving infection control, safety and family-centred care by keeping parents close to their babies.

EXPANDED CAPACITY FOR PREMATURE BABIES

Primary Stroke Centre certification

The Prince Charles Hospital has become Metro North Health's first hospital to be certified as a Primary Stroke Centre, marking a significant achievement in delivering high-quality stroke care.



OUR FIRST PRIMARY STROKE CENTRE



Cancer care closer to home

Caboolture Hospital's new cancer service, including a day chemotherapy unit, enables patients to access treatment locally for the first time, reducing travel of up to three hours. The service improves patient experience by keeping care close to home, allowing patients to spend more time with family and focus on recovery.

Redesigning ophthalmology care at STARS

A new referral process including the Visual Disability Assessment questionnaire is increasing the number of patients who are eligible for cataract surgery at STARS. The VDA includes how a person's vision interferes with their ability to carry out different activities, impacting quality of life.



METRO NORTH CARES FOR APPROXIMATELY 1500 STROKE SURVIVORS EVERY YEAR

Therapy for people with sensory impairment after a stroke

Every year Metro North cares for approximately 1500 stroke survivors, of which 50-80 per cent will suffer impaired sensation (altered or lost touch or feeling). Twelve occupational therapists from STARS, RBWH and TPCP received training in SENSE, a systematic, goal-directed therapy which targets sensory rehabilitation for stroke patients.



Bringing the right dose to the right patient at Redcliffe

Redcliffe Hospital's Pharmacy department is using new technology to more accurately calculate exact doses of the powerful antibiotic, Vancomycin. The new method allows patients to receive an individualised dose, lessening risks of adverse effects or inadequate dosages. Results of the trial show 50% fewer patients on the drug experienced kidney issues.

Collaborative pharmacy model enhancing patient care

Working in collaboration with medical officers, the collaborative pharmacist prescribing model at TPCP is improving medication safety and quality use of medicines for patients in the Emergency Department. In its early stages it is resulting in reduced acute medical patient length of stay, as well as increased venous thromboembolism risk assessment documentation from 28 percent to 98 percent.



Personalised physiotherapy for chronic lung disease patients

A pilot respiratory physiotherapy outpatient clinic at RBWH is providing targeted care for people with chronic lung disease. Patients receive personalised care from respiratory physiotherapists, reducing the need for hospital admissions and invasive procedures and improving patients' quality of life.