Delivering outstanding healthcare is just one of the ways that we care for our community. Our passion for people is reflected in the way we live our values every day. We value and nurture our staff so that they can provide quality value based care across our diverse organisation every day. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women’s and newborn care, and more than 30 sub-specialities. Metro North services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospital. We expect our staff and volunteers to translate our values into action through providing high quality, safe, connected care that is relevant, efficient and respectful of our patient’s needs and wishes. Our people are passionate about our community and patients with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.


Our Vision
Changing the face of health care through compassion, commitment, innovation and connection.

Our Values
- **Respect**
  Displays appropriate workplace behaviours and attitudes with colleagues, patients and visitors
- **Teamwork**
  Builds relationships and works collaboratively to improve patient outcomes
- **Compassion**
  Displays empathy and concern towards colleagues, patients and visitors
- **High performance**
  Consistently delivers work to a high standard to meet a rapidly changing environment
- **Integrity**
  Acts with honesty and transparency to maintain a high standard of ethical conduct
MNHHS Values in Action
Making our values more than words


As Australia’s largest public health service, Metro North is a leader in healthcare, research, clinical training and education. There is an established link between positive organisational culture and patient safety. The Values in Action program expands on the Putting people first strategy with a focus on improving systems, engagement and culture for our people. Watch our Chief Executive in action during the Values in Action video.

Our values are: Respect » Teamwork » Compassion » Integrity » High Performance

The Values in Action program sits in the ‘our people’ strand of Putting people first.

Values in action framework

WELCOME TO METRO NORTH

OUR PEOPLE, OUR VALUES

Embed values in our recruitment, review and staff development systems

CELEBRATING VALUES IN ACTION

Create a culture of recognising, rewarding and celebrating staff achievements

OUR PEOPLE’S WELLBEING

RESPECT • INTEGRITY • COMPASSION • HIGH PERFORMANCE • TEAMWORK
Value Based Healthcare is the future of healthcare

It is about knowing what matters to our patients and delivering their healthcare to a high standard with the available resources.

What is the problem? - Globally, healthcare systems are struggling with rising costs, increasing demand, inequitable access and variations in the safety and quality of services. Experiences from other countries have demonstrated that increasing healthcare expenditure does not equate to improved outcomes. For our healthcare system to become sustainable and of the highest quality, we must move to a value based model of care.

Why is Value Based Healthcare the solution? - VBHC achieves the best possible health outcomes from the resources available. Firstly, we must include and educate the community on health-related matters, including both information on common health conditions, and the scarcity of health resources. Increasing health literacy helps people make better health choices for themselves.

Secondly, we find out what really matters to patients, listening to what they want from their healthcare and helping them make decisions which will achieve these outcomes. Once they have interacted with the health system, we need to measure if they felt involved in shared clinical decision-making and whether they were happy with their decision. We measure this using patient reported experience measures (PREMs).

Thirdly, we measure clinical outcomes such as success rates, length of stay, complications and mortality. We combine these with patient reported outcome measures (PROMs), such as quality of life and symptom burden. This allows clinicians to understand whether the care delivered made a different.

Finally, we must know how much this care is costing, and by combining the measures above, we can see how much value we are getting for our patients from health dollar spent. At a system level, this can be used to decide where health funding goes, and if the money is being spent wisely. It can be used to identify areas where healthcare is of little or no value, and those areas which could benefit from more resources.

What is the Value Based Healthcare team doing now?

We are working on 2 aspects of value based healthcare. Firstly, we can support clinicians’ projects which embody the principles of value based healthcare. Secondly, we are working on access to data, and applications for PREMs and PROMs, to make steps towards value based healthcare simply becoming the standard way of delivering healthcare in Metro North in the future.

Why should I be a part of Value Based Healthcare?

‘Value based healthcare’ will be known in the future simply as ‘healthcare’. The health industry is the next sector due for disruption – it will be exciting and challenging. By participating in value based healthcare, we can feel that we are doing meaningful work, and being responsible with available resources. Clinicians choose health as a career because they want to make a positive difference to people’s lives, and value based healthcare allows us to make as great a difference as possible.
Welcome to Caboolture and Kilcoy Hospitals and Woodford Corrections Health Centre (CKW)

Caboolture Hospital is a regional hospital which provides a wide range of clinical services to Caboolture and surrounding communities. We employ more than 1,200 health professionals that together provide high-quality and tender care to more than 150,000 people each year.

Our caring team provide outstanding care across an extensive range of clinical areas including obstetrics and gynecology, general surgery, general medicine, intensive and critical care, emergency medicine, paediatrics, and mental and allied health.

The addition of a new 32-bed adult ward and secure Gentlemen and Ladies Aging with Dignity Unit for frail and elderly patients is seeing the start of a very exciting journey to rapidly expand our services and facilities to meet the ever-increasing need of the community and an aging population. By 2022, it is anticipated with continued investment in health care in the region, the hospital will continue to grow sharply. The expansion of the hospital capability and services will allow it to stand alongside the Princess Alexandria Hospital in size. Our vision for Caboolture 2022 is to build a better hospital with more than 100 extra beds and a significant enhancement in local Respiratory, Cardiac, Gastroenterology, Rheumatology, Geriatrics and Palliative Care services.

In the meantime, the next couple of years will be very exciting with some fabulous milestones delivered including the expansion of the Emergency Department, and completion of the new car park and Specialist Outpatient Department.

In 2018, Caboolture Hospital will celebrate 25 years of caring for the local community.

Our values
Caboolture Hospital is working closely with patients, carers and local health partners to improve the health of the community by caring together. Through caring together, we are:

- providing safe, accessible, person centred-care
- nurturing a culture of teamwork, learning and innovation
- being part of a community that provides connected health care.

Caboolture Fast Facts
In 2016, Caboolture’s 1,200 health professionals treated more than 150,000 patients, including:

- more than 56,000 Emergency Department visits
- more than 65,000 specialist outpatient appointments and consultations for children and adults
- around 35,000 surgical interventions (around 500 operations performed each week)
- delivered close to 2,000 babies

Kilcoy Hospital
Kilcoy Hospital is an acute hospital providing general medical, emergency, allied health and clinical support services. The hospital has expanded its clinical services to include allied health and maternity outpatients and a palliative care bed in a hospice environment. It facilitates transfers to appropriate facilities when required. A wide range of support and community home visiting services is provided in close liaison with private domiciliary services.
Woodford Correctional health Centre

Woodford Correctional Centre is located about 100ks North of Brisbane in the rural community of Woodford. The centre is specifically designed for high security male prisoners in single cell occupation. However more recently due to an increase in population there has been a requirement to pair prisoners up in single cells.

Woodford Correctional Centre provides a Health Centre for those who require medical attention. There are Clinical Nurses on duty at all times. The Clinical Nurses supply medications twice daily generally at the same times as meals to ensure prisoners are in their accommodation units. Medications are supplied at lunchtime if ordered by the Medical Officer and prisoners with Diabetes attend the Medical Centre where they administer their own Insulin.

- Provides health care to high security male prisoners
- Clinical nurses are on duty 24/7 who administer medications
- Doctor visits on Tuesday, Wednesday & Thursday.
- Other services include Oral Health, Mental Health & Optometry

Our expectations of you are …

That you care
- About your patients
- About those who work with you
- About yourself

That you grow through
- Communication
- Knowledge
- Professionalism

Our vision is to improve the health of our community by caring together

Caring Together Philosophy
- Providing safe, effective, person centred care.
- Nurturing a culture of teamwork, learning and improvement.
- Being part of a community that provides connected healthcare.

Caring Together Values

1. Compassion
2. Respect
3. Responsibility
4. Improvement

Please take the time to view our “Caring Together” Video. Available through this link: (Please use Mozilla Browser): [http://redcab.libguides.com/Videos](http://redcab.libguides.com/Videos)

Our Executive Director and Director of Medical Services, Dr Lance le Ray welcomes any emails: [asklance@health.qld.gov.au](mailto:asklance@health.qld.gov.au)