

# Vale Noel Muller

It is with much sadness we advise Noel Muller passed away Tuesday evening 20 April 2021 after a long battle with cancer.



Noel was one of the original consumer representatives appointed at Royal Brisbane and Women's Hospital (RBWH) in 2012 and our longest serving consumer representative. Noel was a smart, passionate and effective advocate, and it was great to witness the impact he had on health services for our community. He brought his wealth of experience, knowledge, and compassion to his role.

His amazing legacy at RBWH started as a founding member of a small team of staff and consumers who worked in partnership to develop a model of engagement. Noel provided great leadership and support for RBWH in the early days as we strengthened our partnerships to ensure we achieved high standards in consumer engagement.

He was integral to the development of the RBWH Consumer and Community Engagement Framework, which won an International award in 2015 [Dr Kwang Tae Kim Grand Award Winner, International Hospital Federation 39th World Congress, Chicago, USA]. This award provided international recognition of the RBWH Consumer and Community Engagement Framework, recognised for excellence and achievements. It has had proven results at facility level in all areas including quality and

patient safety, corporate social responsibility, innovations in service delivery at affordable costs, and healthcare leadership and management practices.

Noel was truly a trailblazer for all consumer representatives who have followed his lead, being the inaugural consumer representative 'lead' across a range of projects. These include being the first consumer representative:

- on the RBWH Executive Committee
- on the RBWH Safety and Quality Committee
- as inaugural Chair of the RBWH Consumer Advisory Group.
- to judge the annual Quality Awards Recognising Remarkable Initiative and Excellence in Service (QuARRIES) Awards
- to present QuARRIES Awards trophies for Consumer Engagement to RBWH staff.
- to receive a QuARRIES Quality award for his impact on our culture
- to co-present RBWH presentations and workshops at National Conferences.

Noel worked on many committees and projects and strengthened our patients, families and carers voices through partnering with staff and engaging in redesign of models of care, organisational planning processes and development of systems to enable the consumer perspective to be an essential component of our culture.

It was an absolute privilege to work with Noel. His dedication to improving patient outcomes will continue to inspire us.

We thank you Noel for your dedicated service.