



Delivering longer-term care in the community

A new community-based rapid access health care service is having remarkable success supporting chronically ill elderly patients stay at home and out of hospital.

The Rapid Access to Community Care (RACC) service assesses patients in the home so referrals to community or home support services can be fast tracked.



THE COMPLEX CHRONIC DISEASE TEAM (CCDT) DELIVERED CARE AROUND

22,500 TIMES INCLUDING MORE THAN 10,900 **DIRECT CLIENT INTERVENTIONS VIA VIRTUAL CARE.**

WE HAVE PARTNERED WITH THE AUSTRALIAN CATHOLIC UNIVERSITY (ACU) TO **ENHANCE THE AVAILABILITY OF CARDIAC AND PULMONARY REHABILITATION SERVICES** IN THE COMMUNITY, INCLUDING A NEW PROGRAM AT THE BURPENGARY LEISURE CENTRE.

EACH YEAR WE CARE FOR AROUND **400** ELDERLY PATIENTS AT OUR RESIDENTIAL TRANSITION CARE FACILITY AT ZILLMERE AND PROVIDE THEM WITH MORE TIME TO RETURN HOME AFTER AN ADMISSION TO HOSPITAL.

OUR COMMUNITY STAFF TRAVELLED TO HOMES TO **DELIVER CARE TO MORE THAN 32,000 PEOPLE** WITH THE AIM TO RECOVER AND SUPPORT THEM TO LIVE INDEPENDENTLY.

THE DIABETES SERVICE HAS BEEN AT THE FOREFRONT OF DELIVERING VIRTUAL CARE FOR PEOPLE WITH A DISABILITY, AS WELL AS RAPIDLY EXPANDING ITS USE OF TELEHEALTH TECHNOLOGY WITH MORE THAN

6,000 VIRTUAL APPOINTMENTS AND MORE THAN 22,800 EPISODES OF CARE.



Ensuring rehabilitation is closer to home

Brighton Brain Injury Service (BBIS) patient, Cassi has shown unbelievable strength and determination to finally return home.

The teenager, who was in a life-threatening car accident in mid-2022, was in hospital for many months before being transferred to the BBIS for highly-specialised rehabilitation care.

OUR BRIGHTON HEALTH CAMPUS GARDENING TEAM HAS GONE **SUSTAINABLY GREEN** LEADING TO A **REDUCTION IN EMISSIONS** AND THE **CREATION OF A QUIETER GREEN SPACE** FOR THE RESIDENTS AND PATIENTS ON CAMPUS.



OUR INTERIM CARE SERVICE HAS SUPPORTED AROUND

375 PATIENTS MOVE INTO AN AGED CARE FACILITY.

AROUND **450** PATIENTS RECEIVED **SHORT-TERM CARE AND ACCESS TO REHABILITATION THERAPIES** AT BRIGHTON HEALTH CAMPUS TO COMPLETE THEIR RECOVERY AFTER HOSPITAL AND GET BACK HOME.

WE HAVE BEEN FACILITATING **ONGOING REHABILITATION AND ALLIED HEALTH THERAPIES AND SERVICES** FOR CLOSE TO 80 PEOPLE WITH AN ACQUIRED BRAIN INJURY AT BRIGHTON HEALTH CAMPUS TO HELP THEM REGAIN SOME INDEPENDENCE AND LIVE WITH SUPPORT IN THE COMMUNITY.

COMMUNITY AND ORAL HEALTH

SERVICE SNAPSHOT 2022 – 23



THE COMMUNITY BASED REHABILITATION TEAM PROVIDED CARE AROUND

16,000 TIMES FOR PATIENTS IN THEIR HOME OR THE COMMUNITY EACH YEAR.

Metro North Health



Queensland Government

At a glance

Each year, Community and Oral Health (COH) connects tens of thousands of people to community-based health care needed following their hospital stay.

COH provides more than 250,000 patient appointments or visits in the home, at our oral health clinics, health facilities, mobile dental vans and bedded services, as well as to residents at our residential aged and disability care facilities.

Our services include:

- Residential aged care
- Oral health care
- Community-based, home-visiting and bedded-rehabilitation services
- Palliative care in the home
- Complex chronic disease and healthy aging care at our community facilities or in the home
- Care in the home
- Transitional bedded and community-based services for people returning home or entering a nursing home.

Delivering oral health care across the community

We established rapid access oral health clinics to help patients at our emergency departments at Redcliffe and Caboolture Hospitals.



We saw the first oral health patient access our new, state-of-the-art oral health clinic at the Caboolture Satellite Hospital.



The new Oral Health Laboratory at the Caboolture Satellite Hospital will see the engineering of thousands of unique dentures for patients each year, as well as countless repairs to existing dentures and mouth guards for patients across Metro North and Moreton Bay.



We delivered a promising study at Gannet House to bring important advances in oral hygiene assessment, tele-dentistry and care for older adults with disability.

AROUND **60,000** APPOINTMENTS FOR ORAL CARE WERE PROVIDED BY UNIVERSITY OF QUEENSLAND STUDENTS AND METRO NORTH STAFF AT THE ORAL HEALTH CENTRE.



4,500 KIDS RECEIVED CORRECTIVE DENTAL CARE FOR CLEFT LIP CONDITIONS, TREATMENT FOR TRAUMA AND OTHER CONDITIONS REQUIRING A HIGHLY SPECIALISED ORAL HEALTH TEAM.



NEARLY **17,000** ELIGIBLE ADULTS RECEIVED GENERAL ORAL HEALTH CARE AND TREATMENT AT OUR GENERAL PRACTICE ORAL HEALTH CLINICS IN REDCLIFFE, CABOOLTURE, SANDGATE, PINE RIVERS, STAFFORD AND BY THE RURAL AND REMOTE TEAM.



Creating a home-like environment for our residents

Residents at Cooinda House are enjoying a cinematic experience at home with the opening of a new cinema that features blockbuster surround sound, lighting and cinematic experience.



COOINDA AND GANNET HOUSE BOTH **SUCCESSFULLY PASSED THE AGED CARE QUALITY AND SAFETY COMMISSION ACCREDITATION** WITH NO CHANGES REQUIRED TO THE GREAT CARE THEY PROVIDE.



GANNET HOUSE HAS BEEN ACKNOWLEDGED AS ONE OF FIVE AGED CARE FACILITIES IN THE STATE AND THE ONLY PUBLIC PROVIDER TO RECEIVE A **HEALTH CARE RATING OF FIVE STARS** ON THE MY AGED CARE SITE.



AROUND **88%** OF OUR RESIDENTS AT OUR RESIDENTIAL AGED CARE FACILITIES ARE AGED OVER 70 YEARS.



THE TOP CONSUMER FEEDBACK PROVIDED TO OUR RESIDENTIAL AGED CARE FACILITIES **RELATES TO THE KINDNESS OF CARE PROVIDED.**



20 RESIDENTS WHO HAVE BOTH INTELLECTUAL AND PHYSICAL DISABILITIES WITH COMPLEX CARE NEEDS RECEIVE 24-HOUR NURSING CARE AT THE HALWYN CENTRE.

Providing better at home health care

FOLLOWING AN INCREASE INTAKE OF PATIENTS INTO HOSPITAL IN THE HOME, THE SERVICE HAS NOW INCREASED ITS POINT OF CARE DIAGNOSTICS WITH THE **ABILITY TO MONITOR, TAKE BLOOD TESTS AND CARE FOR PATIENTS IN THE HOME** WITH MORE COMPLEX HEALTH AND MEDICAL CONDITIONS.



A new North Lakes Intervention Clinic has been established to support Hospital in the Home (HITH) patients with more complex health care needs and deliver safe clinical care locally.

WE PROVIDED CARE MORE THAN **33,000** TIMES



TO **HOSPITAL IN THE HOME** PATIENTS EITHER IN THE HOME OR VIRTUALLY TO AVOID UNNECESSARY HOSPITAL STAYS.



WE PROVIDED TENDER SUPPORT AND CARE TO **1,400**

PATIENTS WHO WANTED TO SPEND THEIR LAST DAYS AT HOME AND GUIDED THEIR LOVED ONES THROUGH THEIR END-OF-LIFE JOURNEY.

1,663 PEOPLE

WERE PROVIDED WITH **SPECIALIST WOUND CARE** AFTER HOSPITAL SURGERY AT OUR FOUR WOUND CLINICS AT CHERMSIDE, KEPERRA, CABOOLTURE AND NORTH LAKES.